

# Office in a Box™ Plus

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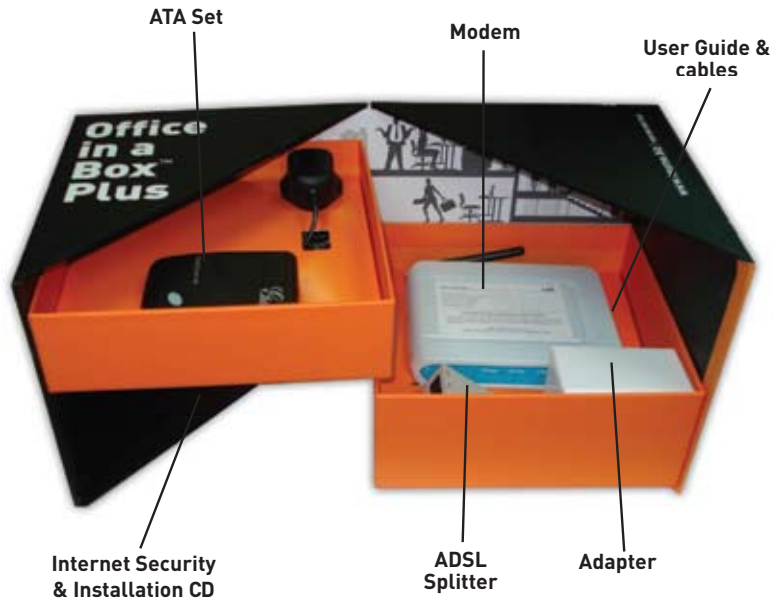
o

# **Office in a Box<sup>TM</sup> Plus**

**Congratulations for  
making the best decision for  
your business with TM's  
Office in a Box™ Plus.**

**What is in the box?**

## The Basics of Office in a Box™ Plus



# **User Guide Content**

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# **Business Broadband**

## **About the Service**

Business Broadband delivers high speed internet access to fulfill your business needs and enhance your business visibility across the globe.

Business Broadband creates an alternative sales channel via online transactions and enables you to broaden your reach to access more potential customers at a lesser cost.

Business Broadband is your partner for global recognition.

## Features and benefits

<b>Features</b>	<b>Benefits</b>
<ul style="list-style-type: none"><li>• 1Mbps High Speed Internet Connection</li><li>• Unlimited, Always On Connection</li></ul>	<ul style="list-style-type: none"><li>• Experience high-speed downloading or uploading. No more waiting for web pages to download. Greatly increase your business productivity.</li><li>• Email or web server hosting has never been faster.</li><li>• Unlimited connection allows your business to manage your monthly OPEX cost more efficiently . No more pay-per-use internet charges. Use it 24 x7 and still pay fixed internet charges.</li><li>• Open your business to the world. Using internet, your business is now visible to the rest of the world, creating a huge potential to get new customers.</li></ul>

## The Equipment



a. ADSL Wireless Modem Router



b. RJ45 Cable



c. Business Broadband self-installer Wireless Modem CD



d. ADSL Splitter



e. Power Cable

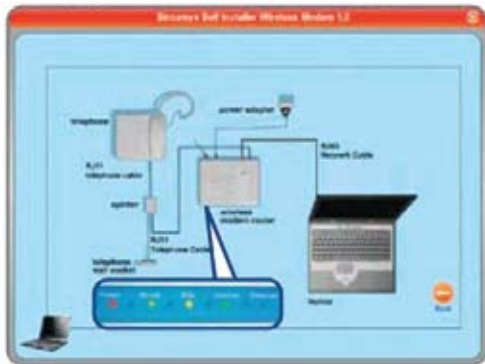


f. RJ11 Phone Cable

## Set Up Guide

### Step 1 – Setting up the physical hardware connection

- i. Please refer to the diagram in the Business Broadband Self-Installation CD for the installation layout.
- ii. Approximately 15 seconds after successful set-up, all your wireless modem lights will be lit and not blinking. If the DSL light is still blinking, please double check the physical set-up.



### Step 2 – Verification process

- i. Business Broadband Self-Installation CD will verify your PC's minimum requirements and ensure your connection is ready for activation.

### Step 3 – Activating Business Broadband account

Upon successful verification, an activation screen will be shown and you are required to fill up the following information:

1. Login
2. Password
3. Telephone number
4. Mobile phone number
5. NRIC / BR / Passport number



#### Note:

- Please refer to Multimedia Confirmation Slip provided to you during registration for your login and password.
- Telephone number – the telephone number registered for Streamyx.
- Mobile phone – the mobile phone number you submitted during registration.

ii. Click **'Submit'** button and wait for the response.

Please note that the activation process will not be successful in the following conditions:

1. Wrong login and password information.
2. Activation is done through a different telephone number.
3. Activation during the same PC / network card for more than 3 times.
4. Wrong NRIC / BR / Passport information.



## STEP 5 Wireless Profile Setup

- i. Please unplug the RJ45 cable from your computer. Enable your wireless adapter on your laptop or PC. Some laptops have an integrated wireless card, please turn on the wireless adapter.
- ii. The CD will proceed to test the wireless connection and save your wireless account information in your PC/ Laptop to ensure an easier connection to the internet.

## READY TO USE

Now your Business Broadband is ready for use, to experience.





## Troubleshooting

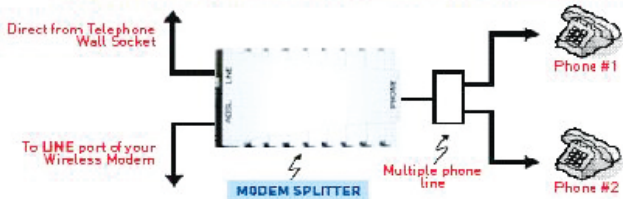


Indicator	Colour	Description	State Introduction
POWER	RED	Show power status	<p>A steady red indicates the power connection works properly.</p>
			<p>If the light is off it means the main power to the modem is OFF. Check the power supply adapter and the power on/off button at the back of the modem.</p> <p>After you have checked the steps above and still no light is observed, your wireless modem might be faulty.</p> <p>Please call TM Customer Care at 100 to report the problem.</p>

Indicator	Colour	Description	State Introduction
WLAN	GREEN	Show Wireless Network Transmitter status	<p>A steady green indicates the wireless function (WLAN) of the modem is ready to communicate with your wireless Wireless Adapter.</p> <p>During operation, fast flashing light indicates the wireless modem is transmitting/receiving data from your PC or laptop.</p> <p>If the light is off, try to restart by switching on and off the modem. If still no light is observed, the wireless function of your modem might be faulty.</p> <p>Please call TM Customer Care at 100 to report the problem.</p>
DSL	YELLOW	Show Streamyx Line Status	A steady yellow indicates your line can synchronize and is ready to communicate with Streamyx network.

<b>Indicator</b>	<b>Colour</b>	<b>Description</b>	<b>State Introduction</b>
			<p>It is normal every time you switch on the modem, the light flashes for some time and then it goes stable.</p> <p>If light is still off after 3 minutes, please check whether the phone cable is plugged-in correctly and try to by-pass the modem splitter to get connection. Refer to STEP B-Hardware Connection on page 12 on how to correctly hook your hardware. In the event you use multiple phone line extensions make sure the modem splitter is installed right after the wall socket. If you need to use multiple phone line extensions please ensure it's hooked on the PHONE port of the modem splitter. Refer to diagram below.</p>

Diagram on how to correctly hook "multiple phone line extensions" to a modem splitter



If the light is off, it could be due to:

- Your phone cable is not properly plugged-in to the wireless modem or the cable is faulty.
- Or modem splitter is faulty.
- Or your telephony line has a problem to establish with streamyx network/ internet connection.

Try to restart by switching on and off the modem. If still no light is observed, please call TM Customer Care at 100 to report your problem.

<b>Indicator</b>	<b>Colour</b>	<b>Description</b>	<b>State Introduction</b>
INTERNET	GREEN	Show Internet Activities	A steady green indicates the wireless modem is ready to access the internet with your PC or Laptop. During operation, fast flashing light indicates the wireless modem is sending and receiving data from internet to your PC or Laptop through Ethernet or WLAN connection.
			If the light is off it means your PC or Laptop is not ready to access the internet. Please check whether phone cable has been plugged-in correctly and try to by-pass the modem splitter to get connection. Refer to STEP B- Hardware Connection on page 12 on how to correctly hook your hardware. Please also check your setting on the wireless modem is done correctly. Refer to STEP D – Setting Up Your Account on page 13. Try to restart by switching on and off the modem. If still no light is observed, please call TM Customer Care at 100 to report your problem.

Indicator	Colour	Description	State Introduction
ETHERNET	GREEN	Show Ethernet Status	<p>A steady green indicates the wired modem function (Ethernet) of the modem is already communicated with your Network Interface Card (NIC).</p> <p>During operation, fast flashing light indicates the wireless modem is transmitting/receiving data from your PC or Laptop.</p>
			<p>If the light is off, it means the wireless modem is not ready to communicate with your NIC. It could be due to:</p> <ul style="list-style-type: none"> <li>• The Ethernet cable is not properly plugged-in to the Ethernet jack or NIC</li> <li>• Or Ethernet cable is faulty</li> <li>• Or modem splitter is faulty</li> <li>• Or if the problem persists, please check with your PC or Laptop vendor to replace the network card. Refer STEP A- TCP/ IP Set up on page 12 to ensure your NIC is turned on and working properly.</li> </ul>

# BBphone

## **What is BBphone**

BBphone is a Voice Over Broadband service, that allows you to benefit from your broadband connection to make cheaper calls.

Call anyone from anywhere and enjoy mobility working environment with internet connection.



## **Features and the benefits**

With Office in a Box Plus BBphone accounts you may enjoy exceptional call rates as follows:

On net/to TM Fixed line – Free

To Others – 12 sen/min

Normal iTalk rates for international calls

You will also be given an Analog Telephone Adapter that will help convert normal analog calls to IP calls.

## The Equipment

### HandyTone-486 Analog Telephone Adaptor



RJ45 Cable



Grandstream ATA



AC Power Adapter

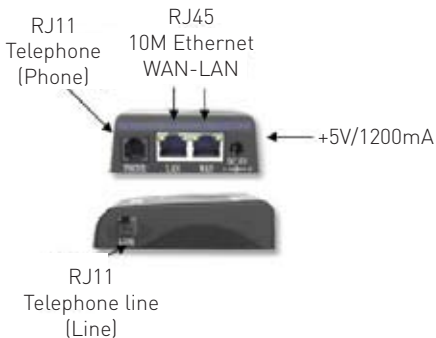
# The Equipment

## Top View



button red led  
green led

## Side Views



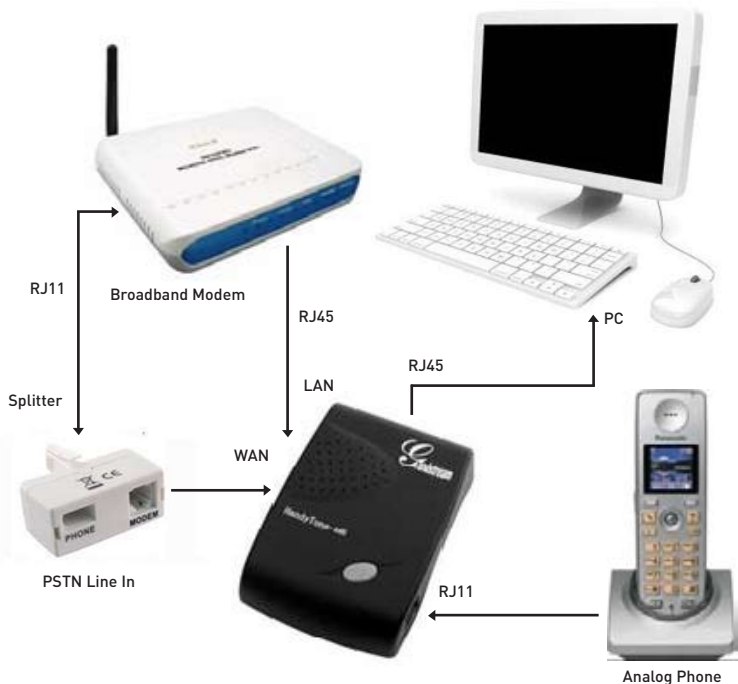
RJ11  
Telephone  
(Phone)

RJ45  
10M Ethernet  
WAN-LAN

+5V/1200mA

RJ11  
Telephone line  
(Line)

## HT 486 Setup Guide



## HT 486 Setup Guide

- HT 486 configuration
- Connect the PC to LAN port
- Open the Web browser and enter the
- <http://192.168.2.1>



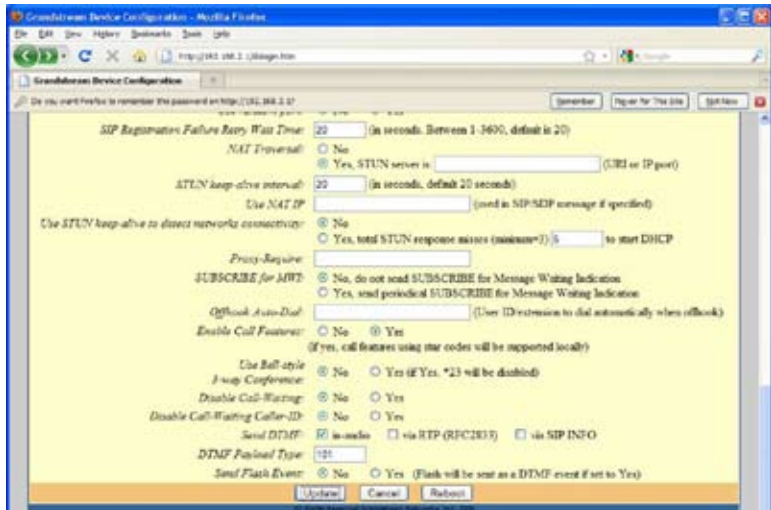
- Enter password "admin" and click login

## HT 486 Setup Guide



- Click on the Advanced Setting 1
- Enter the SIP User ID : 0154 xxx xxxx
- Enter Authenticate ID : 0154 xxx xxxx
- Enter Authenticate Password

## HT 486 Setup Guide



- Click update

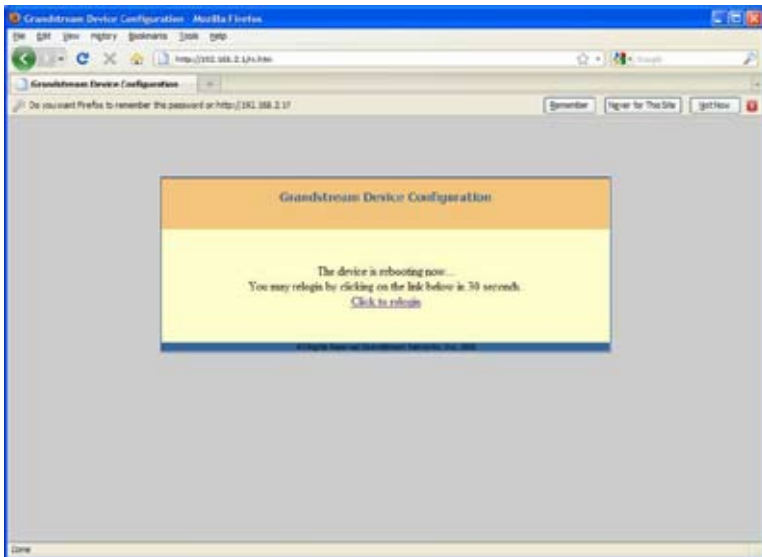
## HT 486 Setup Guide



- Click on reboot

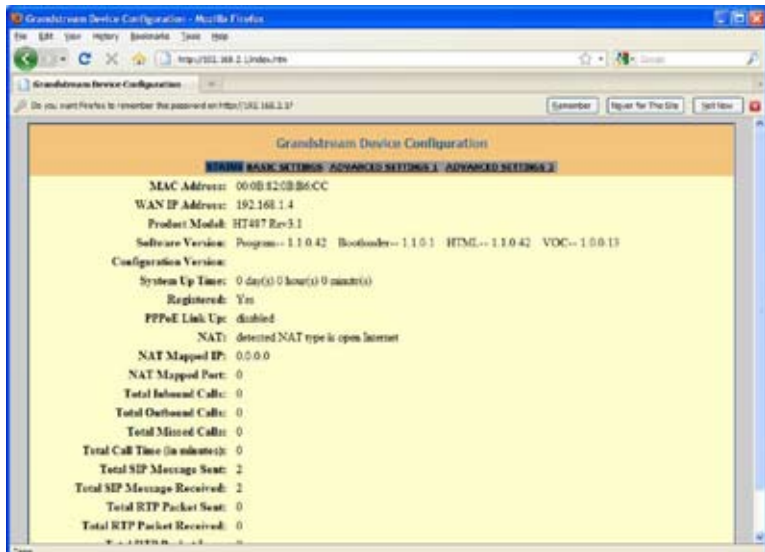


## HT 486 Setup Guide



- Relogin

## HT 486 Setup Guide



- Click on STATUS page
- Check Registered is : "YES"
- Now device is ready to make calls

## How to Make Calls

### Calling Method

#### To make VOBB calls

- dial the required number
- (eg. 015-xxxxxxx / 013- xxxxxxx/ 03- xxxxxxxx)

#### To make calls through PSTN line

- dial \*9 followed by the required number

## **BBphone Mobile Client**

- BBphone can also be use with mobile telephone by downloading a mobile client. This BBphone mobile client can be use at any areas with internet connection (WiFi, 3G, GRPS, EDGE) to enjoy VOBB call rate.
- All you have to do is go to <http://www.bbphone.com.my>, install TM BBphone Mobile Client into your smart phone and log in to BBphone to enjoy cheaper rates directly on your mobile phone.

## BBphone Portal

HOME FEATURES DOWNLOADS FAQ CONTACT LINKS

**TM**  
The Ultimate High Value Managed Telephony Service

Username  
0154800000  
Password  
\*\*\*\*\*  
Login  
Forgot password?  
Please click here

**CALL RATES** NEW !!  
TM BBPhone  
CPE's

### TM BBPhone portal

BBPhone is a Voice Over Broadband service, which allows you to benefit your broadband connection to make cheaper calls. The internet allows you to enjoy mobility, which enables you to call anyone from anywhere.

It is really simple. After setting up the BBPhone, you login through Softphone on your PC or use your IP Phone. Once you have done that, it will be like making a normal phone call.

#### What is TM BBPhone Portal?

TM BBPhone portal allows you to control your calling features any time you want. Log into your TM BBPhone account by entering your user name and password in the upper left corner of the page. Unlike the traditional phone company, you do not need to call every time you want to change something or just look at your call traffic.

#### TM BBPhone benefits

TM Softphone is a PC based software phone which can be downloaded **FREE** from this portal. TM Softphone comes with these features:

- Audio Conferencing
- Call Recording
- Fute/Lin-mute

TM  
Call log  
CLEAR  
1 2 3  
4 5 6  
7 8 9

<http://www.bbphone.com.my>

- Download Softphone
- Manage your account
- Edit Profile
- Retrieve Voicemail
- Push Voicemail to your Email
- Change Password
- Monitor call details

## Mobile Client Fetures



- Voice Call
- Video Call
- Instant Messaging
- 5 Party Audio Conferencing
- 4 Party Video Conferencing
- Call Recording

- Mute/ Un-mute
- Auto Answer
- Do not Disturb
- Music On Hold
- Call Transfer

## Troubleshooting -ATA

<b>Scenario</b>	<b>Solution</b>
How do I configure my ATA HT 486?	Please follow the step by user guide provided
I don't hear any dial tone?	Check if your telephone connected properly to the ATA and to wall socket. Check power connection to ATA.
Can I still surf the Internet if I am on the phone via ATA?	Yes, you can continue surfing the Internet without having to hang up the phone
What should I dial to make a PSTN call?	By default all calls are route through BBphone dial *9 followed by the number to make PSTN calls.
My Internet is down. Can I still make calls using my PSTN line?	Yes. The ATA will automatically route all calls via PSTN.

## Troubleshooting -ATA

<b>Scenario</b>	<b>Solution</b>
Will the web address <b>http://192.168.2.1</b> to configure the ATA remain the same in all scenarios? Using router? Using switch?	Yes. The ATA has a fixed IP just like your modem.
How to make calls via key phone connected to an ATA? What should I dial now to make a PSTN calls if I programmed my key phone to dial "9" to make PSTN call previously?	A key phone works as a normal telephone as well. Hence, by default all calls are routed through BBphone. To make PSTN calls, you need to dial " <b>*9</b> " to route the call via PSTN and "9" again to by pass your keyphone.
Can I connect my fax machine to the ATA?	Yes. You can. Your fax machine will be able to send fax via ATA/BBphone. The same BBphone charges applies.



## Troubleshooting -Mobile Client

<b>Scenario</b>	<b>Solution</b>
Login failed?	Check User ID and Password and re-login.
Where can I download the BBphone Mobile Client?	The BBphone Mobile Client for Smartphone running on Windows and Symbian can be downloaded at <b>www.bbphone.com.my</b>
How can I change my password?	You'll be able to change your password after logging in with your current password at <b>www.bbphone.com.my</b> user portal.
Where can I look at my call charge details?	You can view your call details at <b>www.bbphone.com.my</b> user portal. Just login and click on Call details.

## Troubleshooting -Portal

<b>Scenario</b>	<b>Solution</b>
I cannot access my user portal	Check your User ID and Password and re-login.
Who can change/reset my password?	You need to login to the <b>www.bbphone.com.my</b> portal as the Administrator. You will be able to change/reset the user password.
How can I change my password?	You'll be able to change your password after logging in with your current password at <b>www.bbphone.com.my</b> user portal.
Where can I download the BBphone Softphone and Mobile Client?	Both BBphone Softphone and Mobile client is available at the BBphone portal.
Where can I look at my call details?	You'll can view your call details at <b>www.bbphone.com.my</b> user portal. Just login and click on Call details

*streamyx*  
**ZONE™**

## About the Service

### *streamyx* ZONE™

Offers a whole new mobile lifestyle with wireless broadband internet access at more than 2,000 Streamyx ZONE locations nationwide.

With a Streamyx ZONE ID you can just log in and start browsing!

**Just look for this signage to get connected:**



## Setup guide

### **To enjoy wireless Broadband access when you are in a Streamyx ZONE location:**

1. Enable Wi-Fi connection on your device.
2. Open your wireless network options and choose Streamyx ZONE.
3. Open your web browser and Streamyx ZONE login page will appear.
4. Key in your Streamyx ZONE login ID and password to login.
5. You can now surf the internet via Streamyx ZONE.

## Troubleshooting

<b>Scenario</b>	<b>Solution</b>
Unable to login due to: <ul style="list-style-type: none"><li data-bbox="76 370 296 399">• Forgot password</li><li data-bbox="76 405 296 434">• Wrong password</li></ul>	Call 100 for assistance.

# **Web & Email Hosting**

### **About the Service**

The business of housing, serving, and maintaining files for one or more websites with faster connection to the Internet.

Typically, an individual business hosting its own site would require a dedicated connection to their own servers and this would be expensive. TM Web Hosting makes it affordable!



## Features and benefits

Features	Benefits
<ul style="list-style-type: none"><li>• OWN DOMAIN</li></ul>	<ul style="list-style-type: none"><li>• You can own a custom address. For example, web address is <b>www.abc.com</b> and email is <b>enquiry@abc.com</b></li></ul>
<ul style="list-style-type: none"><li>• 10 GB WEB &amp; EMAIL SPACE (Web and email space is on shared basis)</li></ul>	<ul style="list-style-type: none"><li>• Freedom to express your content, web space up to 10 GB</li></ul>
<ul style="list-style-type: none"><li>• UNLIMITED e-mail accounts</li></ul>	<ul style="list-style-type: none"><li>• Create unlimited email accounts that is accessible via web and email client.</li></ul>
<ul style="list-style-type: none"><li>• UNLIMITED data transfer</li></ul>	<ul style="list-style-type: none"><li>• Your website is always available for customer's access.</li><li>• The website can be updated as frequently as you wish.</li></ul>
<ul style="list-style-type: none"><li>• FTP account</li></ul>	<ul style="list-style-type: none"><li>• FTP account makes uploading of content and web design much easier.</li></ul>

# User Interface Screenshot

## 1. User Friendly Control Panel

The screenshot displays a web-based control panel for a domain registrar. The interface is organized into a left-hand navigation menu and a main content area. The navigation menu includes sections like 'Configuration & Admin', 'Domain Operations', 'DNS Management', 'Web Hosting', 'Application Tools', 'Service Users', and 'Statistics & Analytics'. The main content area is titled 'My Domain' and contains several informational sections: 'Email Setup', 'FTP Info', 'Domain Name', 'Email', 'DNS', 'Web Hosting', 'Application Tools', and 'Service Users'. Each section provides brief instructions and links to related services.

**TM**

My Domain | Home | My Account | Billing | Settings | Subscriptions

**Configuration & Admin**

- Domain Operations
- DNS
- Subdomains
- Web Hosting
- Application Tools
- Service Users
- Statistics & Analytics

**Email Setup**  
For existing customers, please login to your old control panel at <http://www.netname.com.au/members> or <http://www.netname.com.au> to manage your email. If you have problem with receiving and outgoing email, please change your settings as below:  
mail : @netname.com.au  
smtp : smtp.netname.com

**FTP Info**  
For existing customers, please ftp your latest files using the new ftp details in this control panel. The registered contact in your ftp folder may not be the latest user.

**Domain Name**  
Please login to your domain registrar control panel and point your domain to:  
[Primary] netname.com.au 50.26.238.130  
[Secondary] netname.com.au 50.26.238.134  
Note: Domain propagation may take up to 72 hours.

**Registrar**  
For enquiries, please email [webhost@netname.com](mailto:webhost@netname.com)

---

**Domain Services**  
This section provides general management facilities for your domain(s). You can view and manage the list of domains and subdomains, manage the hosting type and the records of your domain. It also contains the list of domain administrators along with their account information.

**Email**  
This section provides you with managing facilities general settings.

**DNS**  
This section allows you to manage your domain(s) and its users.

**Web Hosting**  
This section provides you with the PHP, scripts related configuration abilities.

**Application Tools**  
Install applications on your website and use simple utilities.

**Service Users**  
This section provides management facilities for a managed Service User(s) access to the services of

**Statistics & Analytics**  
This section allows you to view the way you use resources from your subscription.

## 2. Database management

The screenshot shows the TM web interface for database management. On the left is a navigation sidebar with the TM logo at the top. Below the logo, it displays 'Subscriptions: 1000047' and 'WebSpace: 100032'. The 'Configuration & Admin...' section is expanded, showing options like 'Domain Overview', 'E-mail', 'Databases', 'Web Space', 'Application Vault', 'Service Users', and 'Statistics & Analytics'. The 'Databases' option is highlighted. The main content area has a breadcrumb trail: 'All Domains | Hosting | My Account | Billing | Select Subscription'. Below this, it shows 'Hosting > Configuration & Administration > Databases' and a large 'Add New Database' button. Underneath, the 'New Database Info' section contains a 'Database type:' label and a dropdown menu. The dropdown menu is open, showing four options: 'MySQL (MySQL 5 databases)', 'MySQL (MySQL 5 databases)', 'MySQL (MySQL 5 databases)', and 'PostgreSQL (PostgreSQL databases)'. The third option is currently selected.

## 3. DIY email management

The screenshot shows the TM web interface for email management. The left sidebar is similar to the previous screenshot, with 'E-mail' highlighted under the 'Configuration & Admin...' section. The main content area has a breadcrumb trail: 'All Domains | Hosting | My Account | Billing | Select Subscription'. Below this, it shows 'Hosting > Configuration & Administration' and 'E-mail'. There are two main sections: 'E-mail addresses' and 'Mailing lists'. The 'E-mail addresses' section includes a sub-section 'E-mail addresses' with a description: 'You can manage E-mail addresses: general parameters, mail forwarding, set and manage autoresponders. You can also add a new E-mail address, delete or disable an existing one.' The 'Mailing lists' section includes a sub-section 'Mailing lists' with a description: 'This section contains current mailing lists that exist on your mail server. You can change the owner of a mailing list, add new members to a mailing list and configure the info and intro messages sent to mailing list members. You can also add new mailing lists and delete the existing ones.' On the right side of the main content area, there is a 'WebMail' section with a sub-section 'WebMail' and a description: 'Access your E-mail accounts using a browser your online address book.'

## Troubleshooting

<b>Features</b>	<b>Benefits</b>
Can't FTP and receive email	You can send as many files and as many times as you like as long as the files do not exceed the storage limit. Please clear web space using FTP.
Can't login to control panel	It is either you forgot the password or password has been changed. Please reset your password by accessing <a href="http://cp.netmyne.net">http://cp.netmyne.net</a> and click "Forgot password?". Follow the instruction given.
Website down and email inaccessible	Sent email to <a href="mailto:webhosting@netmyne.com">webhosting@netmyne.com</a> . Hosting technical team will reply within 2 to 24 working hours.
Website incompatible with web hosting platform.	The platform supports ASP, ASP.Net, PHP and other common script. Please ensure your web is compatible with our web hosting platform.

# **e-storage**

## **About the Service**

e-storage is a remote storage where the user can store and retrieve data via web browser or StorageSync, a software client on the user's desktop.

### **e-storage includes :**

- Online Storage Service (OSS) - allows internet and broadband users to store their files to a remote storage through the web browser
  - Internet Backup Service (IBS)- is an automated disaster recovery solution that enables users to backup their invaluable business data offsite to a secure data centre automatically. It allows the user to backup and synchronize files and subfolders from any specified folder.

## Features and benefits

<b>Features</b>	<b>Benefits</b>
Central Storage and Global Access	<ul style="list-style-type: none"><li>• Provides inter-branch file access and sharing that enables organizations to centralize all file servers at one location, potentially eradicating the need for multiple file servers and subsequently administrative requirements.</li></ul>
Hosted Application	<ul style="list-style-type: none"><li>• e-storage users do not need to make any up front investment on hardware and software. No waiting time for technician to repair or exchange failed hardware.</li><li>• The services can be activated immediately. Users can access the services from anywhere provided there is an Internet connection.</li><li>• Users do not have to hire expensive IT support personnel to support the use of e-Storage. All services and support are provided by TM.</li></ul>

<b>Features</b>	<b>Benefits</b>
Company Share Folder	<ul style="list-style-type: none"><li>• Where all users of the company can access and share files. (Un)/Lock feature is vital to protect the owner's file.</li></ul>



## Set up Guide

### Online Storage Service (OSS)

- To access the OSS from the web browser, the user needs to enter the following URL: <http://storage.netmyne.com>
- The user will login with the Login Name, Password and choose Business from the Service drop down menu.



## OSS Files Management Features

- Upload
- Download
- Delete
- Move
- Copy
- Rename
- (Un)Lock
- New folder
- Send A File
- Search
- Short Cut
- Encrypt
- Decrypt
- Access Control
- Anti Virus





http://210.48.144.250 - Upload - Mozilla Firefox

Upload File

To: **Private/**

If you want to upload more files in one go, click here [FIRST](#).

	File to Upload	Description
1.	<input type="text"/> <input type="button" value="Browse"/>	<input type="text"/>
2.	<input type="text"/> <input type="button" value="Browse"/>	<input type="text"/>
3.	<input type="text"/> <input type="button" value="Browse"/>	<input type="text"/>
4.	<input type="text"/> <input type="button" value="Browse"/>	<input type="text"/>
5.	<input type="text"/> <input type="button" value="Browse"/>	<input type="text"/>

Replace existing file.



 Storage Sync Tutorial

### StorageSync Backup Client

Online backup client that allows you to backup and restore your files with one-click or automatically. Seamlessly integrated with Storage.

 **StorageSync - 3.10MB**  
Download for Windows Now!

## PROFILE



### Change Password

Your existing password:

New password:

New password again:

## MANAGE USER

### Disk Status

Available Disk Space: **500 MB**

Allocated Disk Space: **500 MB**

Total: **1000 MB**

Company Share Folder Size:   MB

### Manage Users

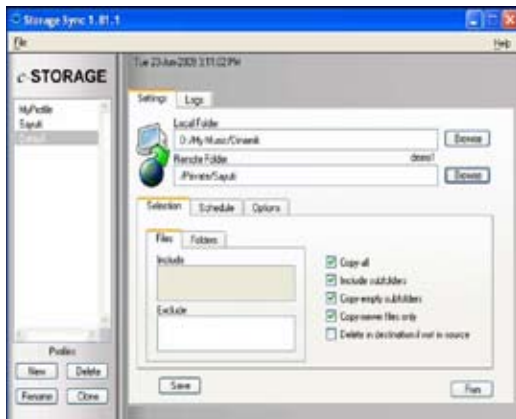
Type	Login	Email	Space (MB)
admin	demo1	XXXXXXXXXXXXXXXXXXXX@afteroffice.com	200
user	demo1-eric	XXXXXXXXXX@afteroffice.com	50 <a href="#">Delete</a>
user	demo1-test4	teXXXXXXXXXXst@afteroffife.com	200 <a href="#">Delete</a>

### Create User

[\[ Create New User \]](#)

## Internet Backup Services (IBS)

- The IBS is made possible with StorageSync.
- StorageSync is the software the user can download from the OSS website.
- It's launched automatically when the computer is turned on.
- It allows the user to backup and synchronize files and subfolders from any specified folder.



## Troubleshooting



The screenshot shows a Mozilla Firefox browser window with the address bar displaying <http://210.48.144.250/help/>. The main content area is titled "User Help Guide" and contains a list of 20 items, each with a blue circular icon containing a right-pointing arrow. The items are arranged in two columns:

- Access Control for Share folder
- Changing Your Password
- Copying Files and Folders
- Creating New Folders
- Deleting Files and Folders
- Deleting Shortcut in Storage Center
- Downloading File
- DropBox
- Encrypt or Decrypt Files and Folders
- File and Folder Properties
- Lock or Unlock Files and Folders
- Logging in your Virtual Storage with Web Interface
- Manage User
- Make a Shortcut of Files and Folders
- Moving Files and Folders
- Renaming Files and Folders
- Searching Files and Folders
- Sending Files and Folders
- Uploading Files
- Using the StorageSync
- Viewing your file

Detail User Help Guide <http://210.48.144.250/help/>

StorageSync Tutorial <http://210.48.144.250/help/ss/storagesync.html>

# Infoblast

## **About the Service**

Infoblast is a suite of two ways communication and messaging services available via a fixed line number that enables customer to send and receive messages via internet enable PC.

Infoblast is accessible through Infoblast Portal and has a downloadable client known as Infoblaster.

Services included under Infoblast are:

### **Voice Message**

Is a voice messaging service, which enables user to record, send broadcast, receive, forward and reply voice message to TM fixed line or mobile users through Infoblast Portal or Infoblaster. User can record their own voice and express it the way they like.

### **Text Message**

Is a text messaging service, which enables user to send broadcast, receive, reply and forward text message to TM fixed line or mobile users through Infoblast Portal or Infoblaster.

### **Fax Message**

Without having a fax machine, user is able to send and receive fax through Infoblast Portal or Infoblaster.

### **Video Message**

Infoblast user may send video SMS to 3G subscribers without having 3G network through Infoblast Portal or Infoblaster.



## Features and the Benefits

Infoblast Portal or Infoblaster	Users have the option to manage their text and voice messages either from Infoblast Portal or downloaded Client known as Infoblaster
Broadcast Message	User is able to broadcast voice and text messages to TM Fixed Line users, mobile users and other Infoblast User.
Message Retrieval	User can read text messages and listen to voice messages from Infoblast Portal inbox or Infoblaster inbox.
Message Notification	User can set an option to receive notification whenever a new message is received in their Infoblast account. Notification could be in the form of: <ol style="list-style-type: none"><li>1. Voice message to any defined mobile / fixed line phone.</li><li>2. Text message (SMS) to any defined mobile / FSMS phone.</li></ol>
Message Reply	User can reply a message in any form they require i.e. voice text message. A copy of all messages shall be kept in "Sent" folder.

## Setup Guide

Inbox Retrieval	User can retrieve Inbox summary by dialling <b>1 300 88 8666</b>
Address Book	Manage one address book for both voice and text messages
Message Scheduler	User is able to schedule a message to be sent at a later time.
Auto Reply and Auto Forward	Automatically reply received messages when user is away or forward the message to user FSMS or mobile phone.
Auto Move and Auto Delete	Automatically sort or delete incoming messages according to rules predefined by user.
100MB Inbox size	Infoblast Portal user will be given 100M Inbox size.
Outgoing Transaction	User can view their outgoing message transaction by day or range of dates

## Setup Guide

1. TM Fixed Line user needs to register for Infoblast account at [www. infoblast.com.my](http://www.infoblast.com.my)
2. Information required by the system are:

<b>Business Line</b>	<b>Homeline</b>
Account Number	Account Number
Fixed Line Number	Fixed Line Number
Company Registration number of the fixed line account holder. <b>* Not applicable for government agencies account</b>	Identity card number of the fixed-line account holder.

- Upon completion of Infoblast registration, user will be given a temporary 6 digit PIN number
- The PIN number is to be used for Infoblast account activation.
- The activation PIN is valid for 3 days from the date of registration.
- User is required to create ID and password for Infoblast account.
- To activate Infoblast account, user needs to dial 1-300-888-666 from the registered fixed line number.
- User will be requested by the IVR to key in the temporary 6 digit activation PIN number given during Infoblast registration.
- Invalid entry of Activation PIN is allowed for up to 3 attempts only, after which it will become void.
- User need to register again if the PIN has expired.

## Setup Guide

### IVR Flow for Account Activation

Procedures	Expected Result
Dial 1-300-888-666	<ul style="list-style-type: none"><li>• Selamat Datang ke TM Infoblast</li><li>• Tekan 1 untuk arahan Bahasa Malaysia</li><li>• Press 2 for English</li></ul>
Press 2	<ul style="list-style-type: none"><li>• Please press 1 for the inbox of this fixed line;</li><li>• Press 2 for the inbox from another fixed line;</li><li>• Press 3 to change the PIN number for this fixed line. The default PIN is 1234.</li></ul>
Press 1	<ul style="list-style-type: none"><li>• Your Infoblast account has not been activated. To activate your account please enter your Infoblast activation PIN.</li></ul>
Enter Activation PIN	<ul style="list-style-type: none"><li>• Your Infoblast account has been activated. Thank you</li></ul>

Upon successful completion of the Infoblast registration and activation process, user will be able to use the ID and Password to access to Infoblast portal or Infoblaster and start using Infoblast services.

## Setup Guide

Welcome To Infoblast - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Search Favorites

http://infoblast.com.my/home/index.php

**infoblast**  
INTERACTIVE 2-WAY MESSAGING SERVICE

**TM**

HOME | FEATURES AND BENEFITS | USER GUIDE | FAQS | DOWNLOAD INFO BLASTER | REGISTRATION

PERSONALISE YOUR PAGE

**Member Login**

Infoblast ID :

Password :

**LOGIN** **FORGOT PASSWORD**

Authenticated... Loading in progress...

[SIGN UP US](#)

**JOIN NOW**

Create a New Account

**Enter**

**NO REGISTRATION FEE**  
**NO ADDITIONAL MONTHLY FEE**

EFFECTIVE COMMUNICATION TOOLS THAT ARE IDEAL FOR YOUR BUSINESS NEEDS. DIRECTLY REACHING THOSE WHO TRULY MATTERS.

MALAYSIA'S FIRST BREAKTHROUGH TECHNOLOGY DESIGN TO BE THE UNRIVALLED MESSAGING SERVICE COMPANION

TAKE A LOOK AT THIS :

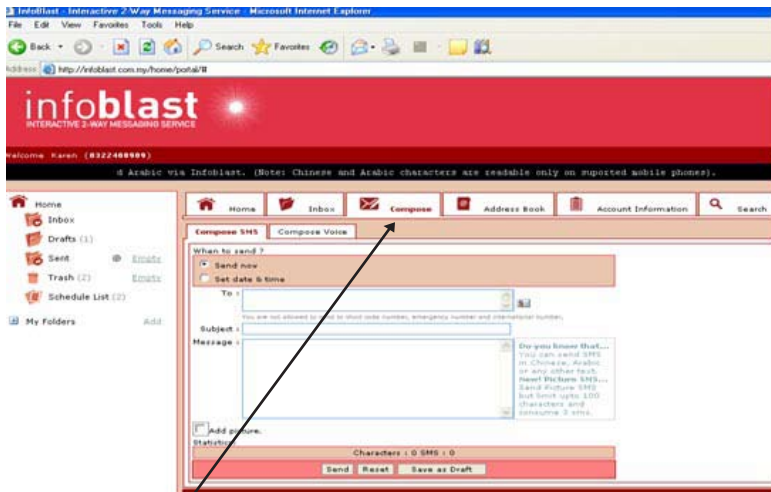
- NO REGISTRATION FEE
- NO ADDITIONAL MONTHLY FEE

**VOICE**

Infoblast voice messaging service enables you to send, broadcast and receive voice messages. Personalise your own voice message for a more effective communication approach that suits your business needs.

**Step 1** : Log in Infoblast Portal [www.infoblast.com.my](http://www.infoblast.com.my) key in your ID & Password

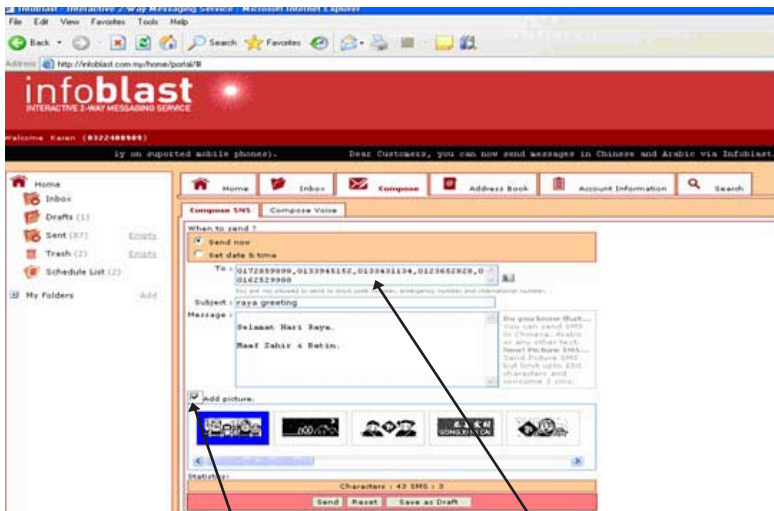
## Setup Guide



The screenshot shows a web browser window with the address bar displaying "http://infoblast.com.my/home/portal/#". The page header features the "infoblast" logo and the text "INTERACTIVE 2-WAY MESSAGING SERVICE". Below the header, a navigation menu includes "Home", "Inbox", "Compose", "Address Book", and "Account Information". The "Compose" tab is active, showing a form for composing an SMS. The form includes fields for "To:", "Subject:", and "Message:". A tooltip is visible over the "Message:" field, providing instructions: "Do you know that... You can send SMS in Chinese, Arabic or any other lang. Next Step: Send Multiple SMS... But limit upto 100 characters and maximum 3 sms." At the bottom of the form, it displays "Characters : 0 SMS : 0" and buttons for "Send", "Reset", and "Save as Draft". A black arrow points from the text below to the "Compose" button in the navigation menu.

**Step 2 :** Click on compose to start with your message.

## Setup Guide



### Step 3 :

- Insert your recipient's numbers and content of message.
  - Click on "Add Picture" to choose the desired graphic.
    - Click on "Send" to send the message.
- The date and time for when the messengers are to be sent can be determined by clicking "set Date & Time".

## Setup Guide



The content of SMS received by the recipient.



## Troubleshooting

<b>Scenario</b>	<b>Solution</b>
How to activate infoblast account?	Dial <b>1-300-888-666</b> from the registered fixed line
How much will be charged when I dial <b>1-300-888-666</b> ?	4 sen per minute
How to change password ?	Visit infoblast Portal or Infoblast under Account Information menu. For detail instruction, please refer to user guide manual which is available at <b><a href="http://www.infoblast.com.my">www.infoblast.com.my</a></b>
Where do the changes being billed?	All usage will be reflected in your TM Fixed Line Bill (Bill Telefon & Multimedia)
Who can I call if encounter future problem with the service?	For any other problems regarding the service, please contact 100.

For detailed troubleshooting guide, please visit [www.infoblast.com.my/home/](http://www.infoblast.com.my/home/)

# **BitDefender Internet Security**

### **About the Service**

BitDefender Internet Security 2010 keeps your Internet-connected family safe, without slowing down their PCs. It locks out viruses, hackers & spam, while providing parental control and firewall protection.

## **System Requirement**

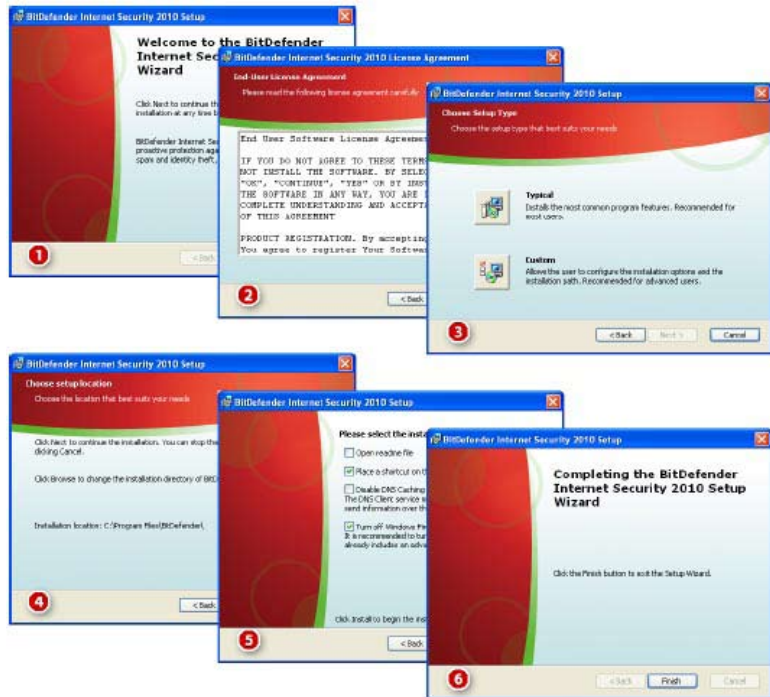
- Windows XP (32/64 bit) with Service Pack 2 or higher
  - Windows Vista (32/64 bit) or Windows Vista with Service Pack 1 or higher
    - Windows 7 (32/64 bit)

## Installing BitDefender

1. You can install BitDefender from the BitDefender installation CD or the software can be downloaded from **<http://www.bitdefender.com/site/Downloads/>**
2. Insert the CD into the drive. A welcome screen should be displayed in a few moments. Follow the instructions to start installation.

## Installing BitDefender

3. The setup wizard will appear as below



## Installing BitDefender

4. Register BitDefender Internet Security 2010 by selecting **I want to register BitDefender with a license key** and enter the licensed key.



## Installing BitDefender

### 5. Create a BitDefender Account

BitDefender Internet Security 2010

### Registration Wizard

#### BitDefender Account

To have access to the antivirus updates and technical support, activate BitDefender by creating/signing in an account. Activation can be delayed for 15 days for evaluation versions and for 30 days for registered versions. More info: [http://www.bitdefender.com/why\\_register](http://www.bitdefender.com/why_register).

Create a new account

E-mail address:

Password:  Retype password:

E-mailing options:

Sign in (previously created account)

Register later (registration is mandatory)

To find out more about each option displayed in the BitDefender User Interface, please move your mouse over the windows. Help text will be displayed in this area.



## Installing BitDefender

6. Configuration wizard will appear once the registration is completed. You can click the button that best describes the activities performed by your computer and proceed with the next steps.



## Opening BitDefender

To access the main interface of BitDefender Internet Security 2010, use the Windows Start menu, by following the path **Start >Programs > BitDefender 2010 >BitDefender Internet Security 2010** . Alternatively for a quicker access, you may **double click on the BitDefender** icon in the system tray. A window will appear as below.



**Detailed user guide can be downloaded at:**

[http://download.bitdefender.com/windows/desktop/internet\\_security/  
final/en/BitDefender\\_IS\\_2010\\_Userguide\\_en.pdf](http://download.bitdefender.com/windows/desktop/internet_security/final/en/BitDefender_IS_2010_Userguide_en.pdf)

**No. 1** Broadband

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