



"Serving the Maritime community for more than 20 years"

EMAIL 2 TELEX

User Guide

HOW TO TELEX
FROM
INTERNET EMAIL



Note : This document is intended for users who are already familiar with Internet email use and concepts.

ALICOM SYSTEMS LIMITED

Tel : +44 1628 554650 Fax :+44 203 291 2457

Email : helpdesk@alicomsystems.com

Web : www.alicomsystems.com



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EMAIL 2 TELEX BENEFITS

Reduce costs – our competitive telex rates make telexing very affordable and as easy as sending email.

No investment necessary – your user community enjoys telex from the desktop but without investment in expensive telex hardware and software.

Send text messages as telex – follow our simple instructions and you can send the same text message to email, telex and even fax addresses.

100% automated – no dialing, queuing, waiting or busy signals .

Rapid delivery 24 hours x 365 days – send at any time from any place

Delivery Notifications to email originator – tells you when your telex has been delivered.

Optional copy message text with Delivery Notification – for complete proof of delivery.

On-demand delivery status reports – gives you control of when and how you receive status reports.

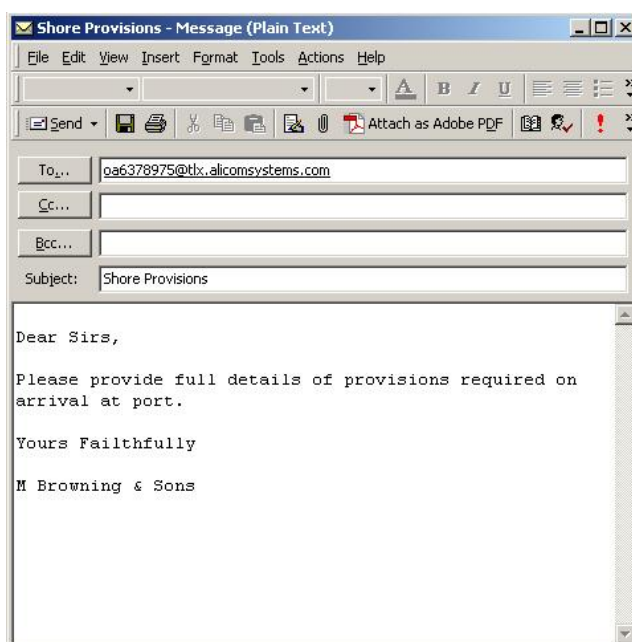
2 hour registration 9-5GMT Monday-Friday – subject to credit approval, all we need are your email addresses - **Start TODAY.**

ADDRESSING A TELEX

Addressing Your Telex Message - Prepare your message as you would an email message but use the following addressing convention:

GG837888@tlx.alicomsystems.com

In this example **GG** is the country code for the United Kingdom and **837888** is the telex number.



Country Codes – you can use the standard international (IDD) codes but omit preceding zeros. If you are not familiar with these you can download from our web site.

Answerback Check – type the answerback after the telex number and your message will only be sent/confirmed if the expected answerback matches at the start and end of the telex transmission e.g. **GG837888CCL@tlx.alicomsystems.com**;

Multiple Telex Addresses – you can send to several telex addresses as simply as one e.g.

TO: **GG837888@tlx.alicomsystems.com**;
IT270104@tlx.alicomsystems.com;
RS54123@tlx.alicomsystems.com



Mixed Email, Fax and Telex Addresses – you can send the same message to several telex and email addresses e.g.

TO: *GG837888@tlx.alicomsystems.com;*
IT270104@tlx.alicomsystems.com;
44+1628551111_at_fax@alicomsystems.com (see email 2 fax User Guide)
john.smith@aol.com;
oscar.slater@hotmail.com

Alternative Telex Number(s) - You can specify delivery to an alternative telex number if we are unable to deliver your message to the primary number. Simply use the following addressing convention:

GG837888#GG94079096@tlx.alicomsystems.com

Two alternative addresses can be provided.



TELEXING TEXT MESSAGES

Message Format - For best results you should send in TEXT format rather than HTML.

Font – 10c.p.i. Courier or Courier New is recommended.

Line Wrapping – standard telex line width is 69 characters. Typing lines in excess of this is not recommended as the appearance of the printed telex cannot be foreseen.

Attachments – email attachments will be discarded by our telex hub.

Telex Characters – invalid telex characters may be sent in the email text and will be converted to valid characters where possible e.g.

\$	USD
£	GBP
;	:
@	+

Automated Mapping Service – invalid telex characters can be automatically mapped to the nearest valid telex character by Alicom's email to telex service. This is an optional service at no extra cost, if you would like this setup for your account please email helpdesk@alicomsystems.com for activation.

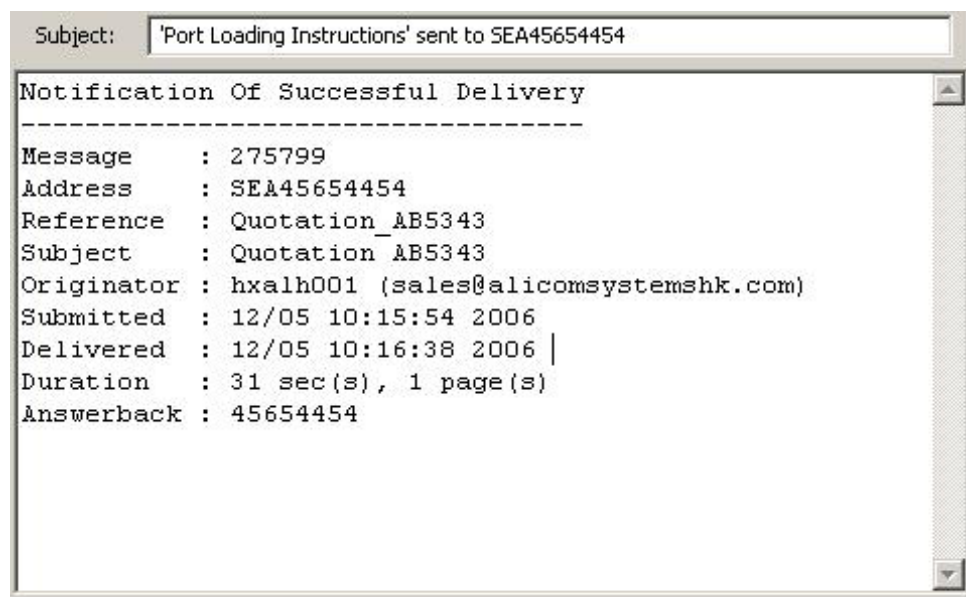
PROOF OF DELIVERY

Optional Arrival Notification - Our system can email you an Arrival Notification on receipt of your message by our hub. To request this you must type the following in the Subject field:

@ARRIVE - must be upper case and there must a space before or after the subject e.g. where abc123 is the subject:

@ARRIVE abc123
or
abc123 @ARRIVE

Delivery Notification - You will receive a Delivery Notification by email when the message has been delivered which includes time and date delivered, duration and recipient's CSI, if any.



Failure Notification - If we are unable to deliver the message you will receive a non-delivery notification with the reason for non-delivery.

(Optional) Text in Delivery Notification - We can include a full copy of the message text with the Delivery Notification.

If the above option is required please contact helpdesk@alicomsystems.com



Reporting Options - You can request a report of messages processed at any time by using the following convention:

?update@tlx.alicomsystems.com - lists all messages delivered since the previous update request plus messages cancelled and retrying

?today@tlx.alicomsystems.com - lists all messages delivered today plus messages cancelled and retrying

?yday@tlx.alicomsystems.com - lists all messages delivered yesterday plus messages cancelled and retrying

Scheduled Reporting - We can deliver reports to email or telex addresses automatically and in a variety of formats should this be required.

Please contact helpdesk@alicomsystems.com to discuss specific requirements.



WEB REPORTS

Alicom can also provide reports for you account, or your group of accounts via our website at www.alicomsystems.com.

First you need to apply for a login ID by emailing helpdesk@alicomsystems.com

Once you have your login name and password point you browser to www.alicomsystems.com then login using the user ID and password provided by the Alicom Helpdesk team.

Please refer to the Alicom customer web portal guide for details on using this service.