



"Serving the Maritime community for over 20 years"

# **SHORE – SHIP SATELLITE COMMUNICATIONS USING 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](mailto:helpdesk@alicomsystems.com)**

**Web : [www.alicomsystems.com](http://www.alicomsystems.com)**



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## BENEFITS

- **Reduced costs - low Inmarsat fax and telex rates**
  - **No investment necessary**
  - **Send text messages as telex or fax**
    - **Send attachments as fax**
- **Send paper documents using scanners or fax software**
  - **No manual intervention**
  - **Rapid delivery 24 hours, 365 days**
  - **Delivery notification to email address**
  - **On-demand delivery status reports**
- **2 hour registration 9-5GMT Monday-Friday**
  - **Start TODAY.**

### **Alicom Systems**

Alicom Systems is an Internet Service Provider specialising in the delivery of fax and telex messages from shore to ship. Our systems in London deliver messages 24 hours/365 days for ship owners, brokers and ship chandlers who have access to Internet email. The service is accessible from anywhere in the world.

To use the service all you need is an Internet enabled PC and to have your email address(es) registered on our system. There is no investment required in hardware or software. You pay only for successfully delivered fax and telex messages.

Full details on our range of services can be found on our web site **[www.alicomsystems.com](http://www.alicomsystems.com)** but this document provides all the information needed to send fax and telex from your Internet email account.



## TELEX

### Addressing Your Telex Message

Prepare your message as you would an email message but use the following address convention....

***OA1305205@tlx.alicomsystems.com***

Your message will be emailed to our satellite hub which will automatically forward it to the vessels telex machine. There is no manual intervention.

### Delivery Notification

You will receive a delivery notification by email when the message has been delivered.

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

### Optional Arrival Notification

Our system will email you a receipt of your message if you type the following in the Subject field...

@ARRIVE (must be upper case)

**Ocean Codes** – use code **OA** for all oceans. Our system performs an intelligent ocean search to determine the location of the vessel.

### Alternative Fax Number

You can request delivery by fax if we are unable to deliver your message by telex. Simply use the following address convention...

***OA1305205#873+321267120@tlx.alicomsystems.com***



## TEXT FAX

### Addressing Your Fax Message

Prepare your message as you would an email message but use the following address convention....

***873+321267120@fax.alicomsystems.com***

Your message will be emailed to our satellite hub which will automatically forward it to the vessels fax machine. There is no manual intervention.

### Delivery Notification

You will receive a delivery notification by email when your message has been delivered.

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

### Optional Arrival Notification

Our system will email you a receipt of your message if you type the following in the Subject field...

@ARRIVAL (must be upper case)

### Ocean Codes

871+  
872+  
873+  
874+

### Ocean Search

You should type the code for the ocean where you believe the vessel to be. If we are unable to send using this code we will automatically try the other 3 ocean codes.

### Alternative Telex Number

You can request delivery by telex if we are unable to deliver your message by fax. Simply use the following address convention...

***873+321267120#OP1305205@tlx.alicomsystems.com***

**Important Note : if your email package supports HTML this should be disabled and "Text only" selected.**

**Satellite Communications using Internet Email**



## FAXING ATTACHMENTS

You can also send attachments which will be converted to fax. The currently supported file formats are:

<b>Application</b>	<b>File Extension</b>
MS Word	.doc
MS Excel	.xls
MS PowerPoint	.ppt
MS Publisher	.pub
Adobe Acrobat and Pagemaker	.pdf
HTML	.htm

Notes :

To fax only the attachment(s) do not type any text in the text box of your email message, or type @NOTEXT (upper case) in the subject line to suppress any text in the text box.



## FAXING PAPER DOCUMENTS

You can also use your Internet email to fax paper, or hard copy, documents through our satellite hub to vessels. There are two methods:

### Fax Software

You can fax documents into a PC equipped with suitable fax software which will result in the fax being saved in one of the following file formats:

<b>Fax Software Used</b>	<b>File Extension</b>
MS Fax	.awd
WinFax/WinFax Pro	.fxr/.fxd/.fxs
Various other fax software	.tif

### Scanners

Most software supplied with scanners lets you save scanned documents in TIF format (.tif).

Once you have saved the document in one of the above file formats, you can send to our satellite hub as an attachment which will be delivered as a fax.



## ON-DEMAND DELIVERY STATUS REPORTS

### Report Options

You can request a report of messages processed 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

### Real-Time Reporting

For details of our Web2Fax and Web2Telex reporting options please contact **helpdesk@alicomsystems.com**



## WEB REPORTS

Alicom can also provide reports for you account, or your group of accounts via our website at [www.alicomsystems.com](http://www.alicomsystems.com).

First you need to apply for a login ID by emailing [helpdesk@alicomsystems.com](mailto:helpdesk@alicomsystems.com)

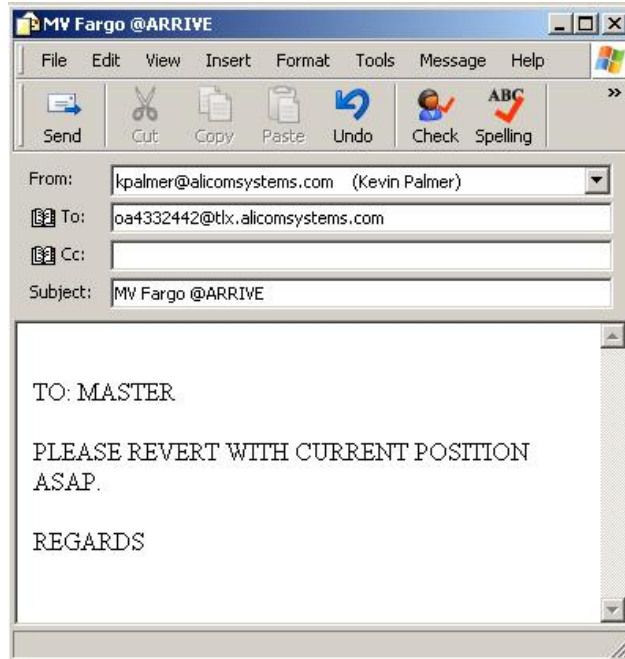
Once you have your login name and password point you browser to [www.alicomsystems.com](http://www.alicomsystems.com) then login using the user ID and password provided by the Alicom Helpdesk team.

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

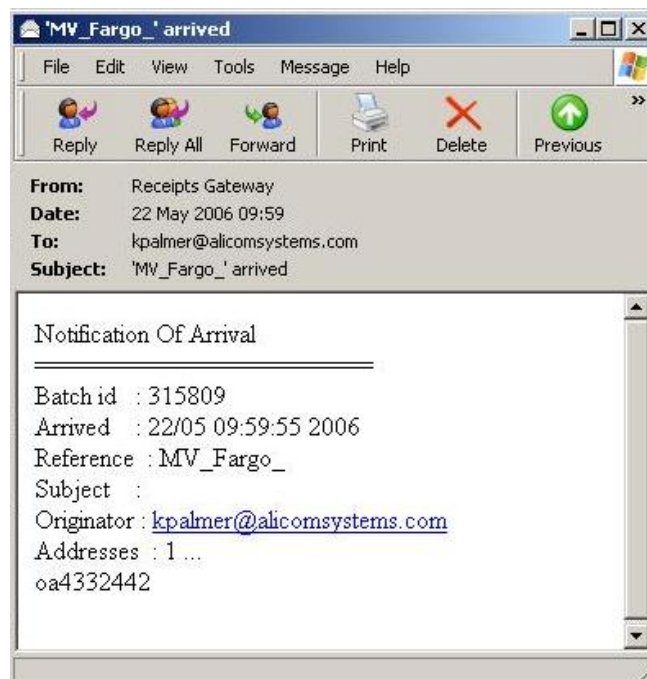
## SCREEN SHOTS

### Sending Telexes to Vessels

Message Preparation Screen – this message is being sent using the ocean search facility and with a request for an arrival notification.



An arrival notification is sent by email to confirm that the message has been received on our satellite hub.

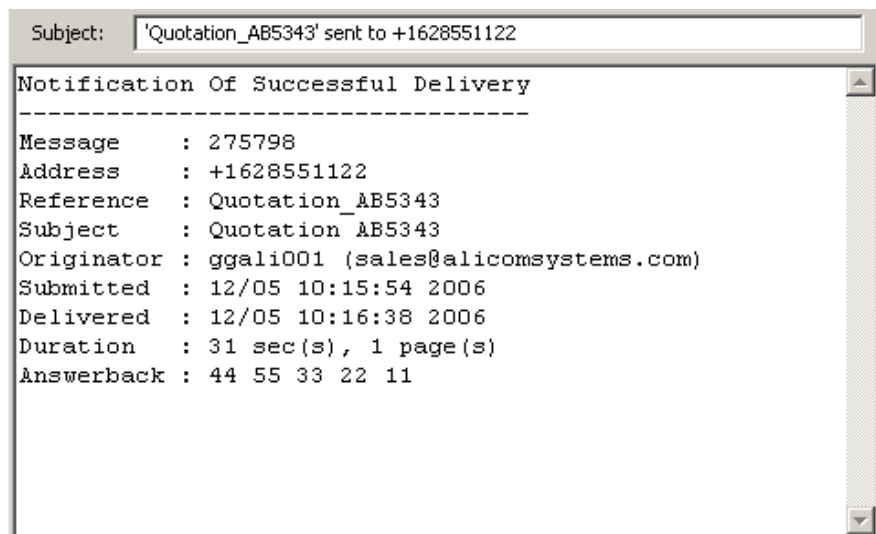


**Satellite Communications using Internet Email**

## SCREEN SHOTS

### Sending Faxes to Vessels

A delivery notification is sent by email when the message has been successfully delivered to the vessel.

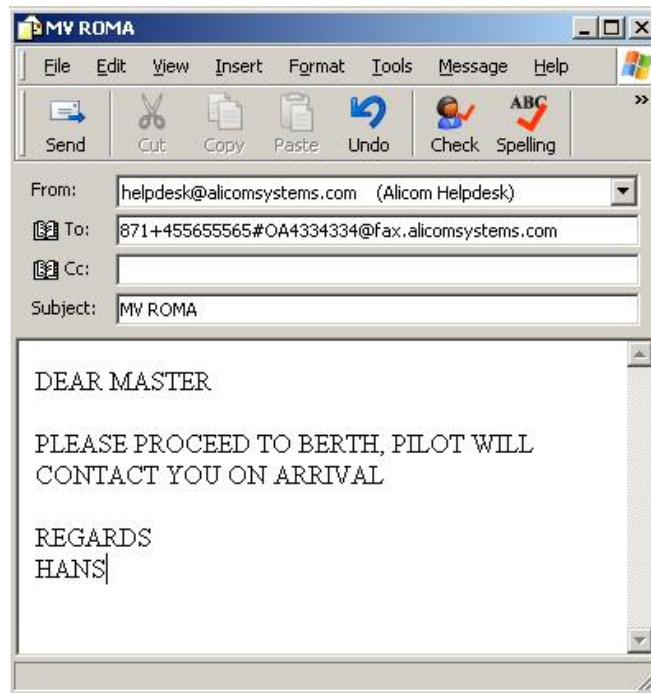


If we are unable to deliver your message a non-delivery notification will be sent by email stating the reason for non-delivery.

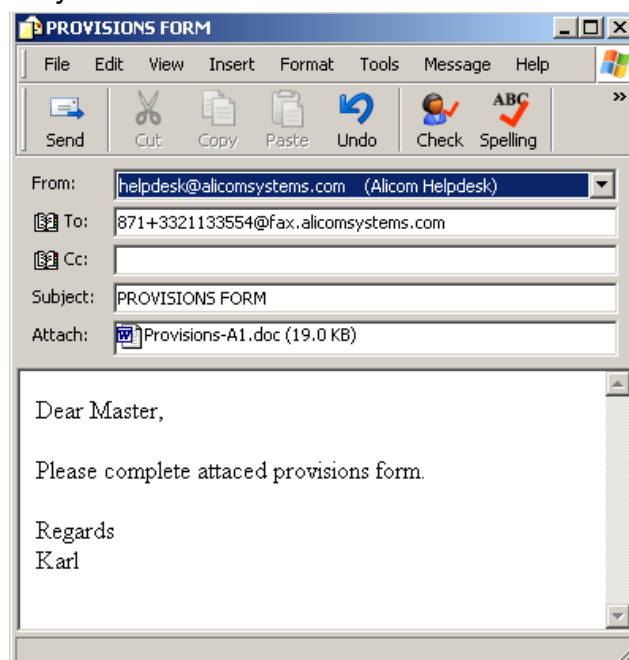


## SCREEN SHOTS

Message Preparation Screen – this message is being sent to a fax address and specifying a telex number to try as an alternative.



This example shows how to send an attachment to a vessel as a fax. You may type a message in the text box and this will be delivered as a cover or front page. If you do not then only the attachment will be faxed.



# SCREEN SHOTS


## On-Demand Message Status Reports

You may request a message status report at any time which will list messages delivered successfully, messages cancelled (if any) and messages which are at the satellite hub but are not yet delivered.

This is an example of a “today” report.

today report

File Edit View Mail Help



---

From: alphafax@alicom.co.uk  
 Date: 24 March 1999 02:43  
 To: wrk78@dial.pipex.com  
 Subject: today report

---

Sent messages:

RefNo	Address	Stat	Time	Date	Reference	Department	Dur	Answerback
21765	OP1305205	OK	10:19	240399	ABC124_	TEST	1.0	1305205 PRTH X
21791	873+32126712	OK	10:25	240399	ABC124_	TEST	0.9	
21816	IT270104SHI	OK	10:38	240399	ABC125	TEST	0.7	270104 FASHIP

Cancelled messages:

RefNo	Address	Stat	Time	Date	Reference	Department	Dur	Answerback
21838	IT270104WAB	CAN	10:49	240399	ABC125	TEST	0.0	