



# Messagenie G20

## Getting Started Guide

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## Introduction

*Thank you for choosing a Messagenie product!*

This document contains the basic information on how to install and get started with **Messagenie G20**. Technical details for specialized software development for this equipment are beyond the scope of this document but can be found on our website: **www.messagenie.eu**

**Before using this unit** carefully read the sections entitled: “Using the unit safely” and “Placement”. These sections provide important information concerning the proper operation of the unit. This manual should be read in its entirety in order to feel assured that you have gained a good grasp of every feature provided by your new unit.

### Using the unit safely

- Risk of electric hazard. Level voltages inside the AC wall adaptor can be lethal. Absolutely avoid opening the AC adaptor accessory. The unit operates at low voltage and the interior should not contain any harmful voltage levels, except in cases of a broken AC adaptor. In any case avoid opening the unit when the AC adaptor is connected to the AC outlet.
- Do not open or tamper with the unit or its AC accessory adaptor.
- Do not attempt to repair the unit, or replace parts within it (except when this manual provides specific instructions directing you to do so).
- Use only the original accessories delivered in the package avoiding the use of different power supply adapters or antennas. Other AC adaptors may use a different polarity, or be designed for a different voltage, so their use could result in damage, malfunction, or electric shock.
- Do not switch on the equipment without the antenna firmly connected to it in order to avoid damages to the internal GSM modem.
- Do not excessively twist or bend the power cord or the antenna cord, nor place heavy objects on them. Doing so can damage the cords, producing severed elements and short circuits. The antenna cable has a blocking mechanism to be operated correctly when detaching it from the unit.
- Do not touch the antenna during normal operation.
- Do not allow any objects or liquid of any kind to penetrate the unit.

### Placement

This device can interfere with radio and television reception. Do not use this device in the vicinity of such receivers. Avoid also the installation of equipment near to:

- Electro medical equipment.
- On board apparatus in flying vehicles.
- Security equipment.
- Audio equipment.

When moved from one location to another where the temperature and/or humidity are very different, water droplets (condensation) may form inside the unit. Damage or malfunction may result if you attempt to use the unit in this condition. Therefore, before using the unit, you must allow it to stand for several hours, until the condensation has completely evaporated.

Never use or store the unit in places that are:

- Subject to temperature extremes (e.g. direct sunlight in an enclosed vehicle, near a heating duct, on top of heat-generating equipment).
- Damp (e.g. Baths, wash rooms, on wet floors).
- High humidity.
- Exposed to rain.

- Dusty areas.
- Subject to high levels of vibration.

The unit and its AC adaptor should be located so their location or position does not interfere with their proper ventilation.

The unit contains a GSM quad band telecommunication modem. This component presents the same radio frequency emission characteristics as normal quad band cellular phones so it is recommended to use the same precautions of those phones. In particular do not install the unit in those environments where it is explicitly forbidden the use of cellular phones or other apparatus of telecommunication in general.

## Maintenance

For everyday cleaning, wipe the unit with a soft, dry cloth or one that has been slightly dampened with water. To remove stubborn dirt, use a cloth impregnated with a mild, non-abrasive detergent. Afterwards, be sure to wipe the unit thoroughly with a soft dry cloth. Never use petrol, thinners, alcohol or solvents of any kind, to avoid the possibility of discolouration and/or deformation. Before cleaning the unit, unplug the AC adaptor from the outlet.

## Additional precautions

Use a reasonable amount of care when connecting the GSM antenna cable. Rough handling can lead to malfunction.

When connecting or disconnecting all cables, grasp the connector itself - never pull on the cable. This way you will avoid causing shorts, or damages to the cable's internal elements.

A very small amount of heat will radiate from the unit during normal operation.

Several components used by this appliance are sensitive to electrostatic discharges. During installation or internal maintenance, try to eliminate these electrostatic charges touching a grounded surface. If possible use a ground connected bracelet.

In case of cable manipulation, unplug the AC adapter and avoid touching the electrical plug.

## Contents and copyright

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## Note on environment protection



After the implementation of the European Directive 2002/96/EU in the national legal system, the following applies: Electrical and electronic devices may not be disposed of with domestic waste. Consumers are obliged by law to return electrical and electronic devices at the end of their service lives to the public collecting points set up for this purpose or point of sale. Details to this are defined by the national law of the respective country. This symbol on the product, the instruction manual or the package indicates that a product is subject to these regulations. By recycling, reusing the materials or other forms of utilising old devices, you are making an important contribution to protecting our environment.

## Declaration of conformity



SMS MMS and Messagenie G20 are in compliance with essential requirements and other relevant provisions of the following directives: Electromagnetic Compatibility Directives (89/336/EC). The product is compatible with the following norms: EN 55022; EN 55024; ETSI EN 301 489-7, EMC Test report # 205/J.

## SMS Messagenie G20 product description

Messagenie G20 provides a fully integrated two-way communication solution to all of your mobile marketing and messaging needs, and helps you make the most of text messaging.

Messagenie G20 is a compact, powerful and low cost solution for managing a large volume of SMS messages, enabling you to send, receive and organize your SMS messages cost effectively using a commercial SIM card.

Designed especially with businesses with limited budgets in mind, Messagenie G20 enables a new interactive way of publishing content on the web, communicating and interfacing with your customers and key audience, and staying in touch with your colleagues and suppliers cost effectively.

The default software setup of Messagenie allows you to send and receive SMS messages, manage your address book, respond to incoming messages and search for your contacts.

The Messagenie feature-set can be expanded through activation of Plugins that add functionality, such as enabling users to subscribe to contact lists via SMS using keywords, or embedding a 'wall' of incoming SMS messages into a PowerPoint presentation. For a more comprehensive list of current and upcoming plugins, please visit [www.messagenie.eu](http://www.messagenie.eu)

### Main hardware specifications

- Integrated quad band GSM modem.
- 100% solid state.
- 2/4 GB internal MMC/SD card to store up to 4/8 million SMS.
- Fully featured web interface for easy management.
- 2 USB ports to store messages on external USB memory stick or USB Hard Drive.
- Internal real-time clock with backup battery.
- Linux operating system 2.6
- Size: 11 x 10.5 x 4.5 cm

### Package contents

The Messagenie G20 is shipped with the following items:

- Messagenie G20 unit.
- 110 – 240 VAC power supply.
- GSM magnetic antenna with 2.5m cable.
- Ethernet cable.

Note: avoid using third party components and accessories. They could compromise normal operation of the equipment.

## Installation

To install and begin using your Messagenie G20, please run through the following easy step-by-step setup instructions.

### SIM card installation

Before installing the SIM card inside the Messagenie G20 please check carefully that the SIM card is configured so that it does not require any PIN number at start-up. In most cases you will have to disable this function using a normal mobile phone before inserting the SIM card inside the equipment. Messagenie G20 accepts both, pre-paid and contract SIM cards from any provider.



Push the card to the end until it is completely inserted. When you need to extract the card you should gently push the card. The push will activate the spring of extraction. Releasing it you will be able to extract the SIM card.

## GSM antenna connection

The equipment is shipped with a GSM antenna with a magnetic base and a 2.5 m cable length.

Insert the termination end of the antenna on the socket present on the rear plastic cover and lock it without using too much force, then position the antenna in a place where the GSM field is best received.

## Ethernet LAN connection

Use the included cable to connect the equipment to the LAN network. If the supplied cable is too short, use a normal class 5 or higher Ethernet straight cable.

Please check that the relative connection LED (yellow) in the LAN switch is lit when you power up the equipment, otherwise check the cable.

## Power supply connection

Insert the power supply plug to the power supply socket located at the rear of the box next to the Ethernet port and reset button. Then insert the power supply to a mains plug.

Confirm that the green power-on LED on the Ethernet LAN connector is lit.

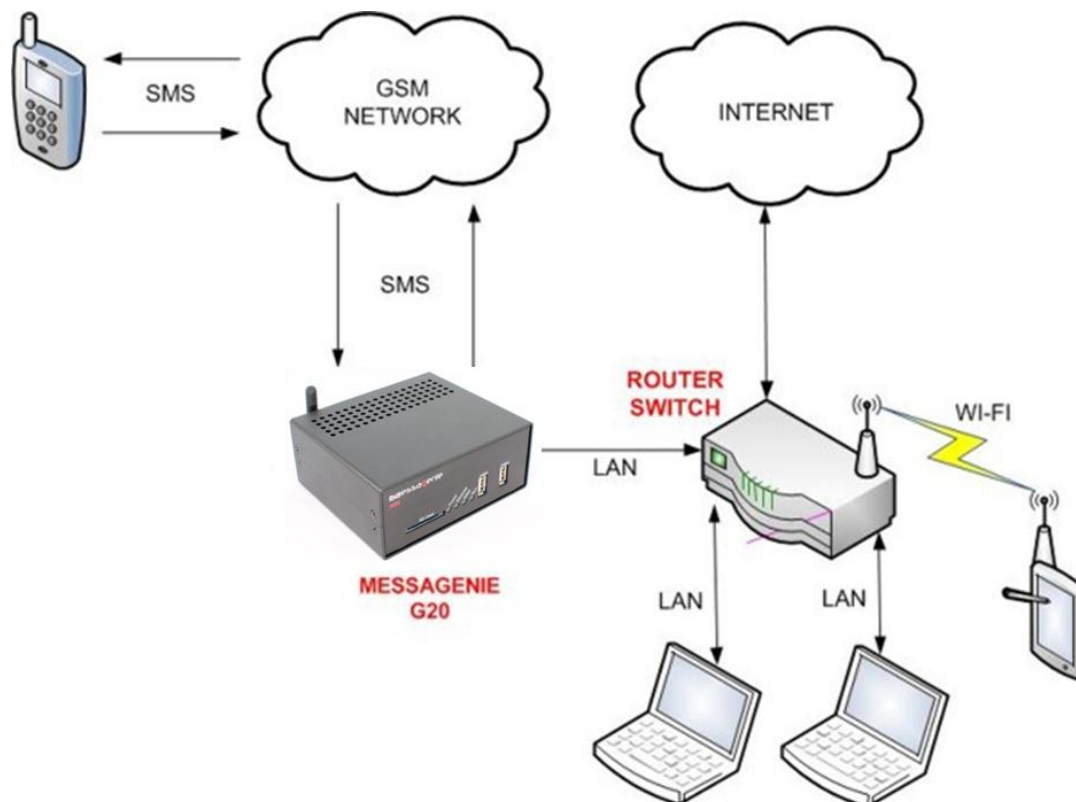
After a 60 second start up time you are ready to access the web interface of your equipment.

**Note:** It is advised to connect the network cable and the GSM antenna before switching on the device.

## Integration between Messagenie G20 and a Local Area Network

Messagenie G20 is powered by a standard Linux Operating System, and is able to serve dynamic web pages so that user can control the device by just using a standard browser. There is no need to install any additional software. Messagenie G20 is compatible with any computer or operating system, as long as there is a web browser installed.

The image below shows the typical configuration.



Once connected in the network, Messagenie is reachable at the **default IP address 192.168.1.150**, from any computer connected to the same network, including any smartphone or pad device (e.g. HTC Desire, iPhone, iPad).

Check that your PC is connected correctly on the same LAN network and with a same **192.168.1.x** network IP class address, where x must not be 150 since that is the default IP (192.168.1.150).

## First access to the Messagenie G20 interface

Open your favourite web browser and type the following address in the address bar: **http://192.168.1.150** (this is the default IP, you can change it later in the settings page).

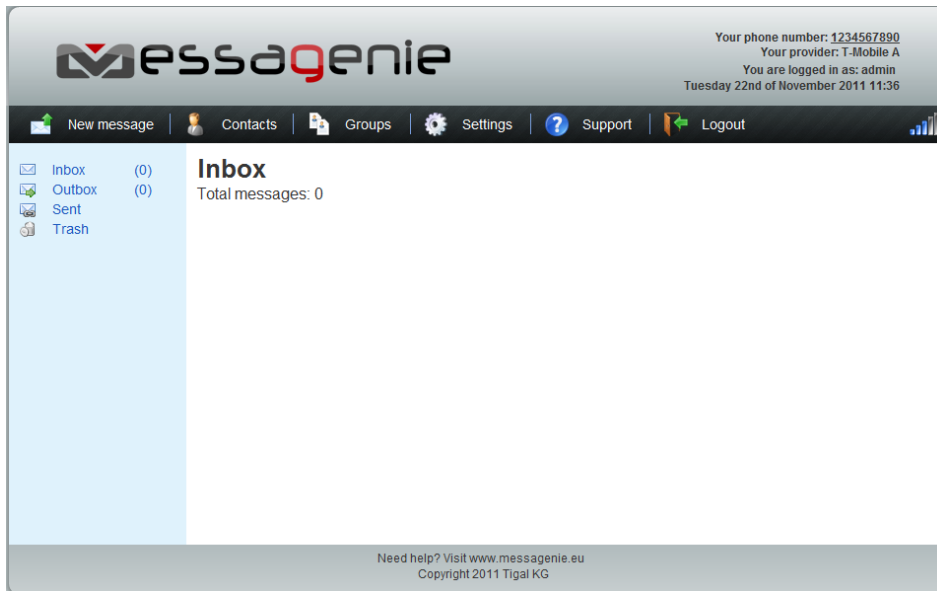
### Login

Once everything has been installed correctly you will see the Messagenie G20 login page.



Type **admin** (user name) and **admin** (password), and then click on the “Login” button; you will be redirected to the main page.

**Note:** The left-hand side column of the main page may look different than the image below depending on the number of plugins activated on your machine. To find the full selection of available plugins please visit **www.messagenie.eu**



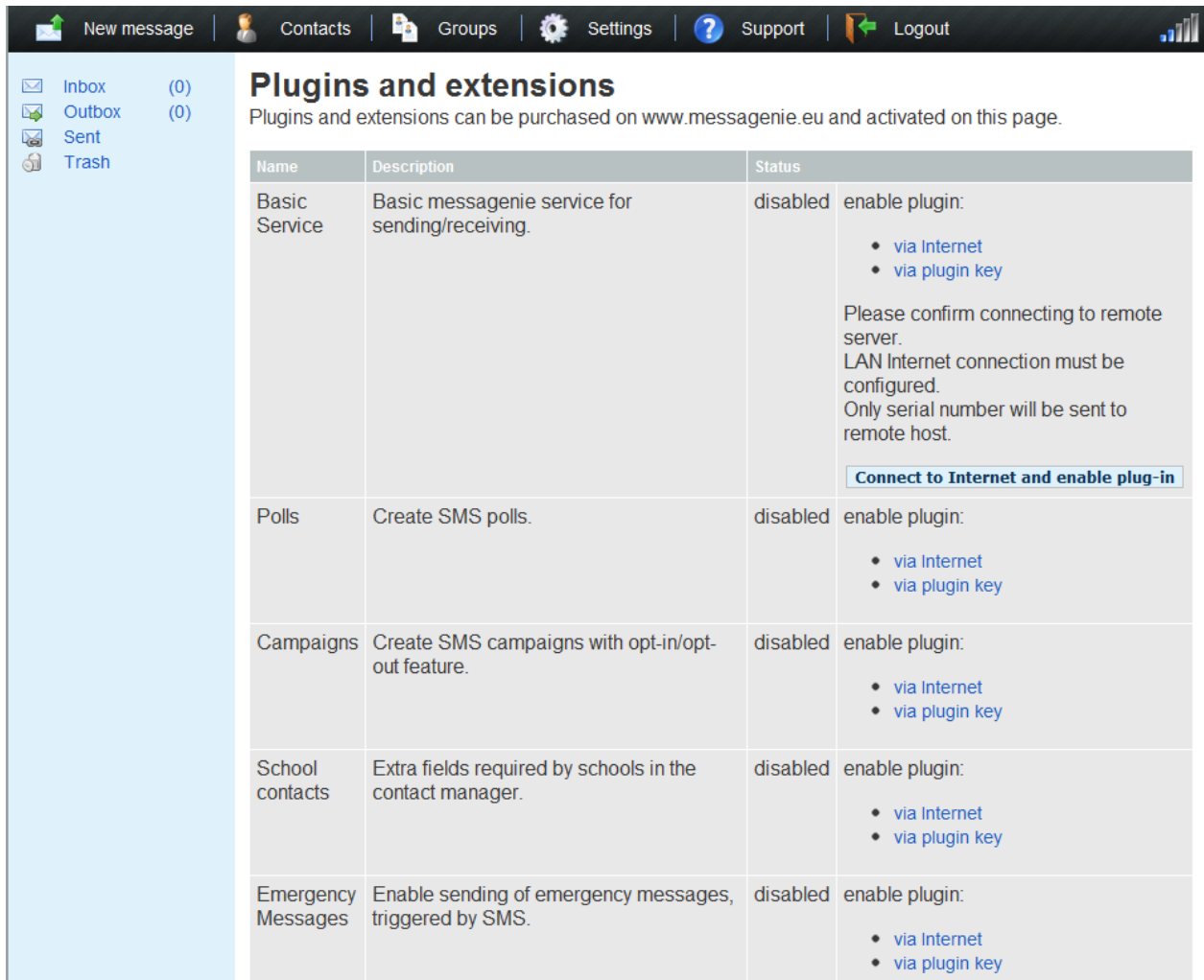
## Messagenie Set Up

### Activate Basic Service Plugin

Click on “Settings -> Plugins and extensions”

On this page you can activate your plugins. It is recommended that you use Internet options for activation.

Here you can also activate other plugins that you may have purchased. Plugins can be purchased anytime and can be activated after payment. All Plugins include lifetime updates.



Note: If you do not activate the Basic Service plugin you cannot send or receive SMS.

### Network Configuration

Click on “Settings → Network configuration”

On this page you can set the network settings of Messagenie G20 so that it is fully functional in your network. Once the settings are complete you may be asked to reboot.

Clicking on the “Run Internet test”, will inform you if Messagenie G20 can access the Internet, this is important in case of a plugin activation or software upgrade.

Message: **Messagenie**

Your phone number: 1234567890  
Your provider: T-Mobile A  
You are logged in as: admin  
Tuesday 22nd of November 2011 11:43

New message | Contacts | Groups | Settings | Support | Logout

Inbox (0)  
Outbox (0)  
Sent  
Trash

### Network configuration

Enable DHCP

You can setup static IP address below

LAN IP address: 192 . 168 . 1 . 150

Subnet mask: 255 . 255 . 255 . 0

Gateway: 192 . 168 . 1 . 1

DNS servers: 192 . 168 . 1 . 4  
8 . 8 . 8 . 8

[Save network config](#)

Warning: If you change the LAN ip address, this web interface may no longer be accessible.

Test Internet connection [Run Internet test](#)

Internet connection is required for software updates and extensions activation.

Need help? Visit [www.messagenie.eu](http://www.messagenie.eu)  
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## Set Your Phone Number

If you wish to change the phone number you just need to click on the line next to “Your phone number:” (upper right hand corner of the screen) and enter the new number and click on Ok to save. Please note, that you can type any number in this field and the field is designed as a place holder to remind you about the phone number you are using for Messagenie.

Message: **Messagenie**

Your phone number: 1234567890 [Ok](#)  
Your provider: T-Mobile A  
You are logged in as: admin  
Tuesday 22nd of November 2011 11:44

New message | Contacts | Groups | Settings | Support | Logout

## Custom Command

When setting up Messagenie please make sure that you are using the correct modem band. You can change the modem band in the Settings section under the sub-section Custom Command.

## Custom command

Execute custom modem command.

Custom command:

Please select one of the commands below and press Execute command:

- [Switch modem band to 850 Mhz and 1900 Mhz \(US, Canada, Japan\)](#)
- [Switch modem band to 900 Mhz and 1800 Mhz \(Europe, rest of the world\)](#)
- [Enable autoband feature on next reboot](#)

### Date / Time Configuration

Within the Settings section and by clicking on the section “Date/Time Configuration” you have the option to set a new date on your Messagenie.

- When clicking on the calendar symbol you can choose the date and time of your choice.
- When completed click on “Save new date” field
- You can choose a time zone, too and use NTPD to adjust the time automatically
- At the bottom of the page you can choose time format between 24h and AM/PM

**Messagenie**

 Your phone number: [1234567890](#)  
 Your provider: T-Mobile A  
 You are logged in as: admin  
 Tuesday 22nd of November 2011 11:57

New message
Contacts
Groups
Settings
Support
Logout

Inbox (0)

Outbox (0)

Sent

Trash

### Date / Time configuration

Current date	Tuesday 22nd of November 2011 11:57 AM
Set new date	<input type="text"/>
Select timezone	Europe/Vienna
Enable ntpd	<input checked="" type="checkbox"/> Yes

The ntpd program is an operating system daemon that synchronizes the system clock to remote NTP time servers. Internet connection required for ntpd to work and you must select correct timezone setting.

### Change time format

Note: this setting only changes time format in the message folders.

Select time format:

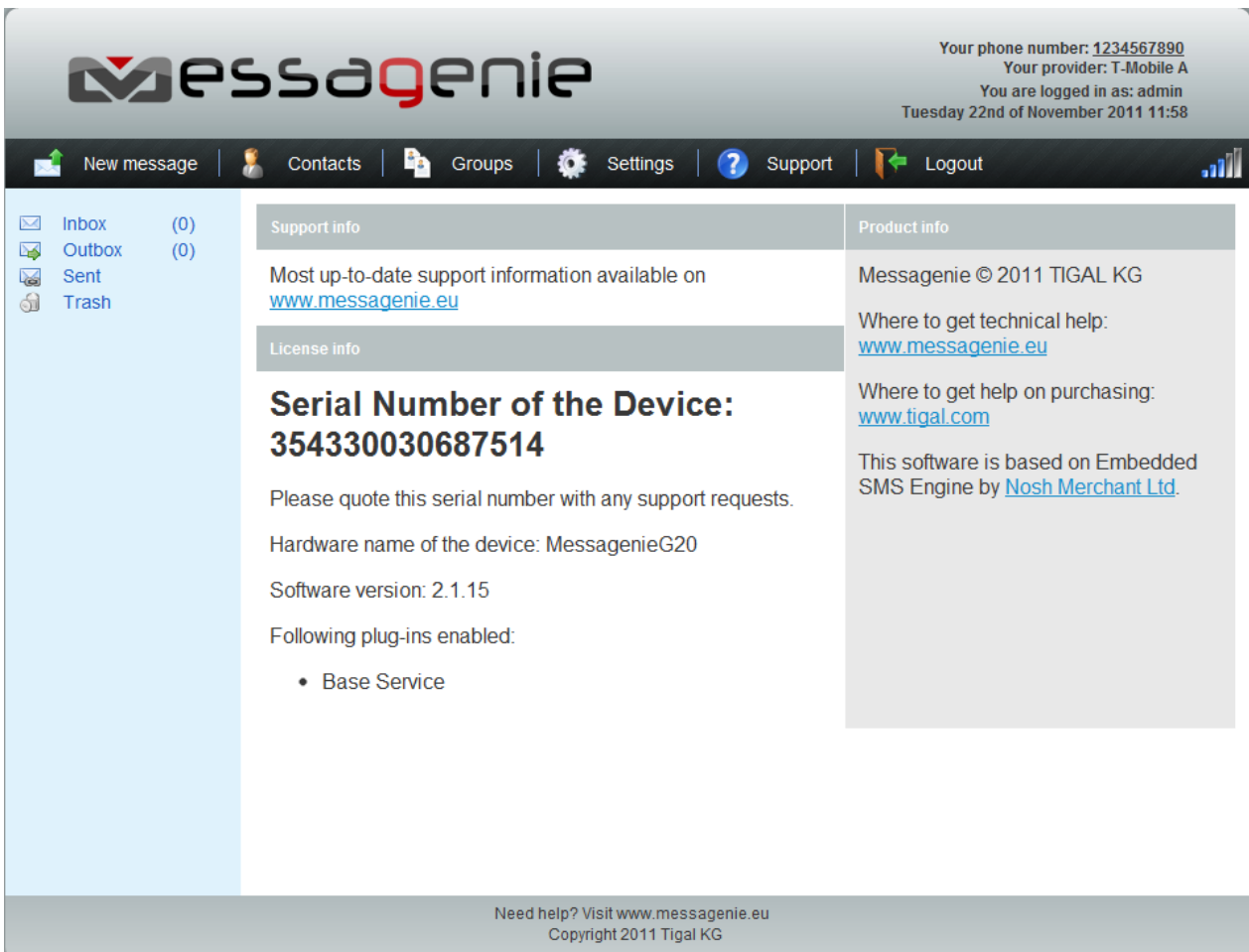
Need help? Visit [www.messagenie.eu](#)  
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## Support

Under the support section you find important information about your device:

- Serial number of your device.
- Software version that you currently have installed.
- List of enabled plugins.
- Product information such as websites on where to find technical help or help on Messagenie purchasing.

Note: For all of your support questions you will need to quote us the serial number of your device and the software version you are using as shown in the Support section.



The screenshot displays the Messagenie web interface. At the top, the Messagenie logo is on the left, and user information is on the right: "Your phone number: 1234567890", "Your provider: T-Mobile A", "You are logged in as: admin", and "Tuesday 22nd of November 2011 11:58". Below this is a navigation bar with icons for "New message", "Contacts", "Groups", "Settings", "Support", and "Logout". On the left side, there is a sidebar with "Inbox (0)", "Outbox (0)", "Sent", and "Trash". The main content area is divided into three sections: "Support info" with a link to "www.messagenie.eu", "License info" which prominently displays the "Serial Number of the Device: 354330030687514" and instructions to quote it, and "Product info" which includes copyright information and links for technical help and purchasing.

**Serial Number of the Device:**  
**354330030687514**

Please quote this serial number with any support requests.

Hardware name of the device: MessagenieG20

Software version: 2.1.15

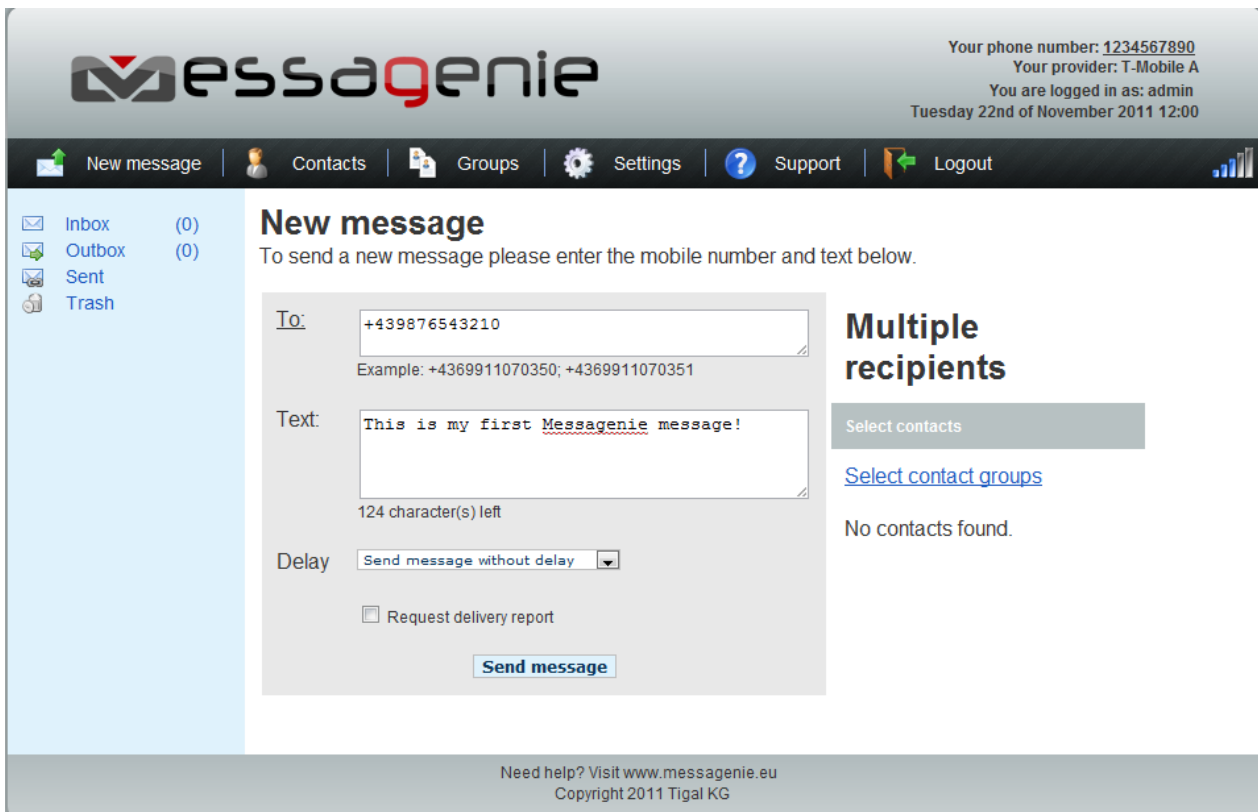
Following plug-ins enabled:

- Base Service

Should you have any questions or be in need of technical help please email us at: [support@messagenie.eu](mailto:support@messagenie.eu)

## Send your first message

1. Click on the “New Message” button at the top left.
2. Type the recipient(s) phone number(s) in the “To” field. If sending to multiple recipients, separate each number with “;” as shown in the example. Remember to include the “+” sign and country code.
3. Type your message in the “Text” field. You can send messages up to 160 characters.
4. Click the “Send message” button.



## Additional message sending options

Messagenie includes a number of additional sending options that you can take advantage of over time.

These include:

1. Selecting recipients from the address book as individual contacts, contact groups or campaign members.
2. Sending messages with a delay.
3. Requesting a delivery report for sent messages.

For a more detailed description of all sending options, please refer to the complete user manual that is available as a download at [www.messagenie.eu](http://www.messagenie.eu)

## Receiving your first message

The default homepage of the Messagenie G20 interface is the inbox. When in other parts of the user interface, you can return to the inbox by clicking the 'Inbox' link in at the top of the left-hand column or simply by clicking on the Messagenie logo.

In the inbox you can view, search and delete received messages. It is also possible to quickly save the phone numbers into the contact manager directly from the inbox. Simply select the messages by clicking the tick box to the left of the message and click the 'Save to contacts' button.



The screenshot shows the Messagenie G20 interface. At the top right, it displays: "Your phone number: 1234567890", "Your provider: T-Mobile A", "You are logged in as: admin", and "Tuesday 22nd of November 2011 12:06". The main navigation bar includes "New message", "Contacts", "Groups", "Settings", "Support", and "Logout". On the left, a sidebar shows "Inbox (1)", "Outbox (0)", "Sent", and "Trash". The main content area is titled "Inbox" and shows "Total messages: 2". There is a search bar with a "Go" button. Below the search bar, there are buttons for "Save to contacts", "Reply", and "Delete". A selection bar shows "Select: All, None" and "1 - 2 of 2". The message list is as follows:

Date	Phone	Message
<input type="checkbox"/> 12:06	John Doe	Message to the Inbox
<input type="checkbox"/> 12:04	John Doe	This is my first Messagenie message!

Below the message list, there are buttons for "Save to contacts", "Reply", and "Delete", and a selection bar showing "Select: All, None" and "1 - 2 of 2". At the bottom, it says "Need help? Visit www.messagenie.eu" and "Copyright 2011 Tigal KG".

For a more detailed description of all application and extension options, please refer to the complete Software User Manual that is available as a download at [www.messagenie.eu](http://www.messagenie.eu)

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