

Dial
***120*220#**



* Instant access to your School information

Information at your finger tips when you need it,
where you need it.

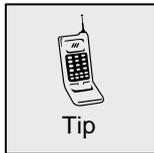
- School's contact details
- Events (Sport, Academic, Social etc)
- Sport results
- School terms
- News, Notices, Phone books
- Dial-

***120*220#**

* If number is stored under a short dial in phone book.

How to use this manual.

The following indicators are used to facilitate the use of the manual.



Tips provide concise, useful bits of information.

CAUTION

Cautions warn you about potential problems that a procedure might cause, unexpected results, and mistakes to avoid.

NOTE

Notes provide additional information that may help you avoid problems, or offer advice relating to the topic.

Pressing a button on the phone-

- [Answer]** - Press the **Answer** button or indicated **Answer** button.
- [Send]** - Press **Send** button or indicated **Send** button.
- [*]** - Press * button.
- [#]** - Press # button.

Symbols within square brackets indicate the button that must be pressed.

Entering the service code to access data (dial)-

***120*220#**

This manual is based on the Nokia interface.
Although different interfaces exist, the basic concept and actions remain the same.

Help!!!.

If you are familiar through use with any iZone application you can move to the section - **What is my next step?**

NOTE

If this is your first exposure to a fully interactive cell phone system, the following should be borne in mind-

It is not a SMS system. The system reacts in real time.

Most of the time the system will be waiting for your reaction, in other words your next choice of the available options will be required. The only way by which the system can alert you to the fact that it requires your input, is to appear as a message on your screen. The operation is similar to that of a bank auto teller. Therefore all instructions by the system to the user will appear on the users cell phone screen. Do not hesitate to experiment! You won't cause any harm!

How to use USSD

There are **3** basic steps to follow. If you master these 3 steps you will be able to use any iZone application.

To familiarise yourself with an interactive application and to help you understand and master the basic steps of USSD (All iZone applications are based on USSD) we are going to access iZone.

1

Step 1 - Enter the application code

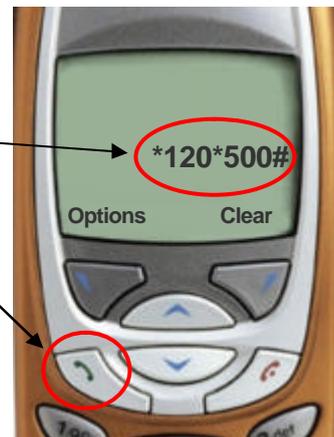
Enter the following number-

***120*500#**

and press the **call** button as if you want to dial the number.

You will immediately receive an indication that the system is busy handling your request with **"Requesting"** being displayed. After a few seconds the following, or similar, screen will appear on your phone¹-

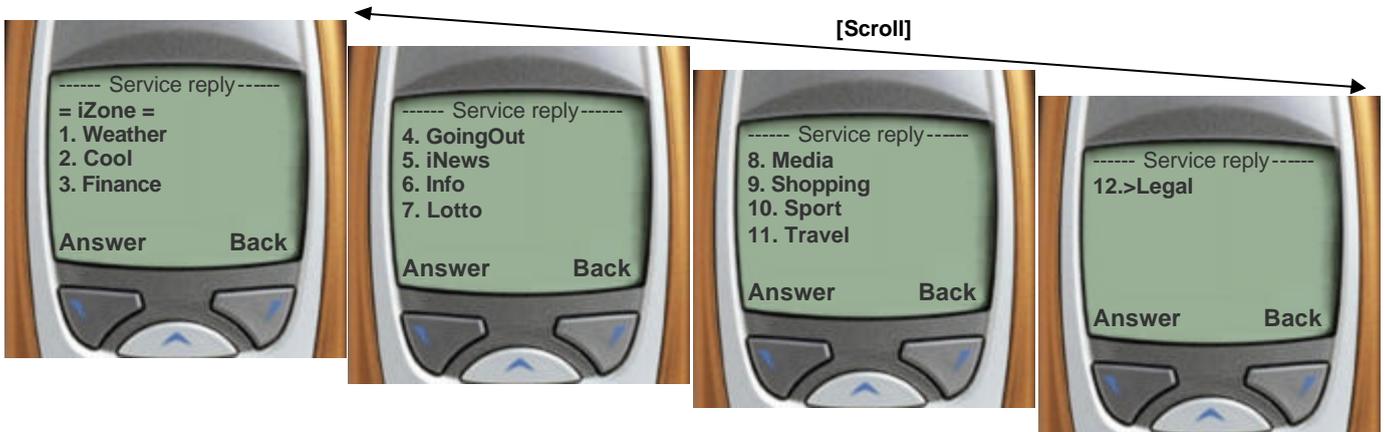
¹ - Based on the Nokia interface.



CAUTION

Ensure that the code is entered correctly. If not the system will not respond or an error message will appear. **See error messages.**

The following or similar **iZone** screen will be displayed.

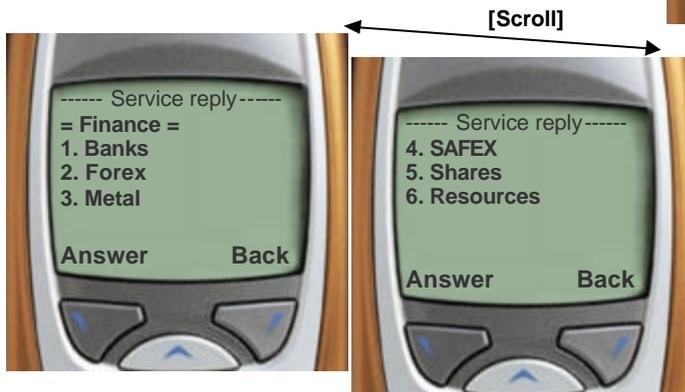
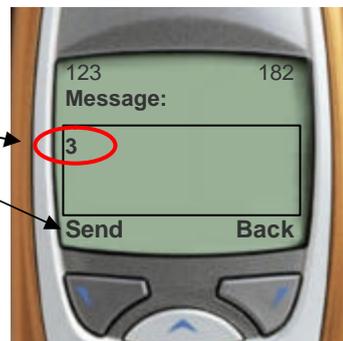


At the bottom of each menu **[Answer]** and **[Back]** or just **[Back]** will be displayed. If **[Answer]** and **[Back]** is displayed you have the option to respond to the menu.

2 Step 2 – Press **[Answer]** or **[Reply]** to enter your selection.

Any option can be selected by pressing **[Answer]** the option number for example **[3]** and **[Send]**.

Option **3** is **Finance**. The following or similar screen will be displayed.



Remember if your cell phone has no scroll indicator. It is good practice to always **[Scroll]** to make sure you have read all info.

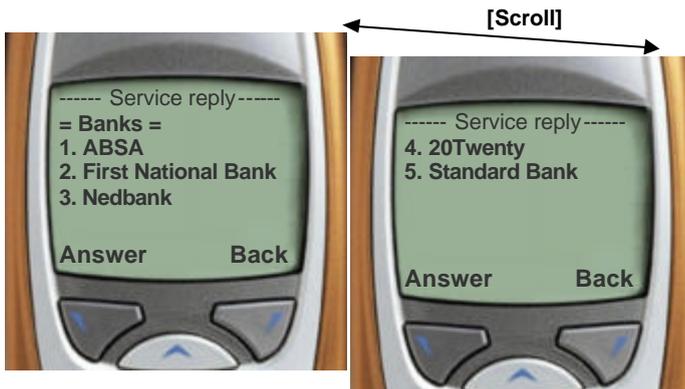


3

Step 3 – Press [Answer] or [Reply] to enter your selection. A Repeat of Step 2.

Any option can be selected by pressing [Answer] the option number for example [1] and [Send].

Option 1 is **Banks**. The following or similar screen will be displayed.



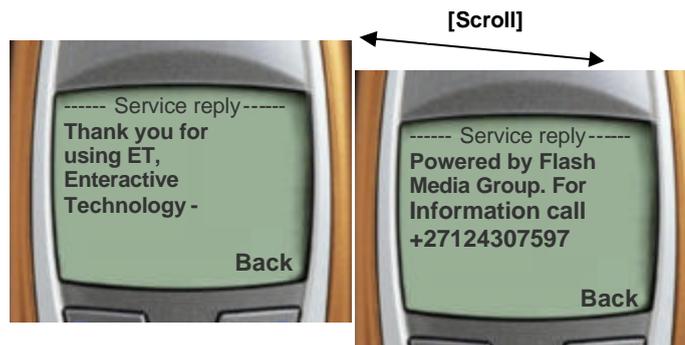
Summary of commands-

- ❑ Enter the code on your phone and dial. For example: ***120*500#**
- ❑ Respond to menus by pressing [Answer] or [Reply], enter selection and press [Send] or [OK].
- ❑ To quit session Reply with 0.
- ❑ A valid USSD command must be in the format ***120*500#** or similar.



You can exit any application at any stage by entering the following: Press [Answer] [0] and [Send].

The following or similar screen will be displayed when you issue the **exit** command as mentioned in the **Tip**.



What is my next step?

Enter the **School** number-

***120*220#**

and press the **call** button as if you want to dial the number.

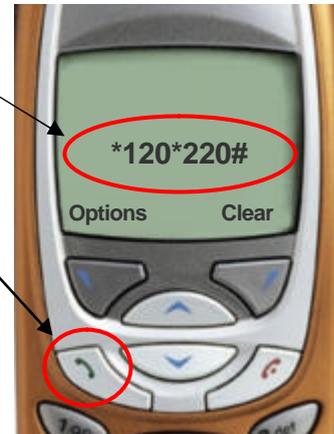
You will immediately receive an indication that the system is busy handling your request with "**Requesting**" being displayed. After a few seconds the following, or similar, screen will appear on your phone¹-

¹ - Based on the Nokia interface.



Tip

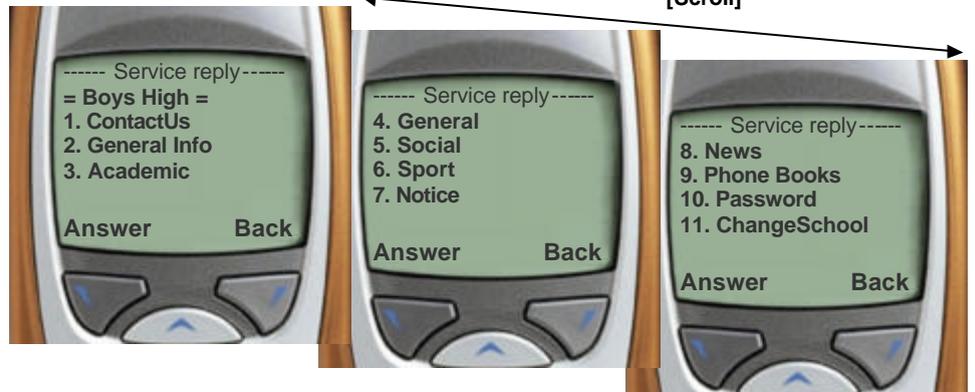
Save this number as a speed dial in your phone. Consult your phone's manual if you are uncertain about the procedure.



The **School** system will prompt you to **Register** by supplying the school number.



You have now successfully registered for access to **mobileSchool** if you receive the menu of the school you have registered for.



Why must I register?

NOTE

It is important to **register**. First of all to gain access you must be registered and in second place the school you have selected will be the **default** school. The registration process needs only to be done once. The system will retain your profile and all further use of **mobileSchool** will be based on this profile.

mobileSchool – Main Menu

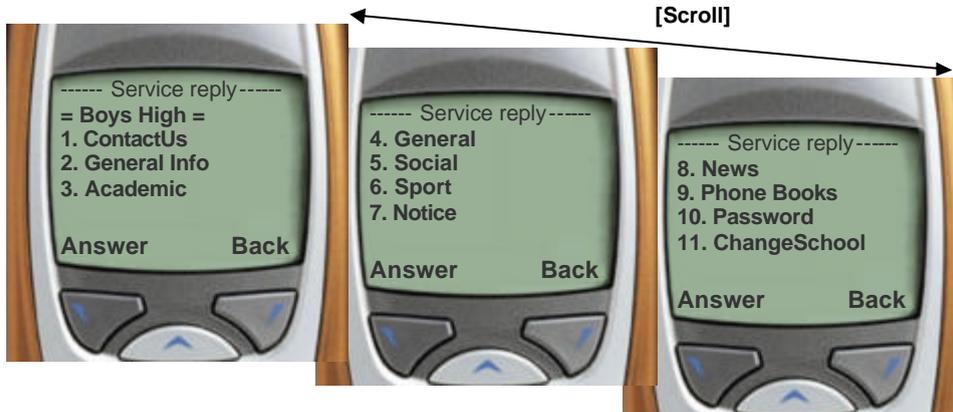
After you have completed the Registration part **mobileSchool** will display the **Main Menu** of the selected school containing the following menu options -

- ◆ =School name=
- ◆ 1. Contact Us
- ◆ 2. General Info
- ◆ 3. Academic
- ◆ 4. General
- ◆ 5. Social
- ◆ 6. Sport
- ◆ 7. Notice
- ◆ 8. News
- ◆ 9. Phone Books
- ◆ 10. Password
- ◆ 11. Change School
- ◆ Navigation option = **Send 0 to exit** =

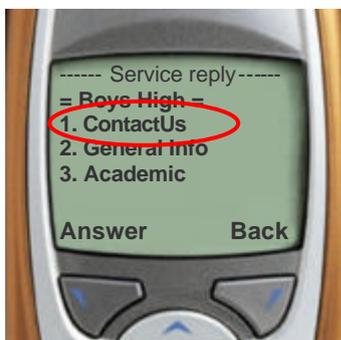
CAUTION

Due to the dynamic nature of the application, screens might change or differ from the screens or samples indicated.

Not all the information will always be visible. **[Scroll]** down to reveal the rest.

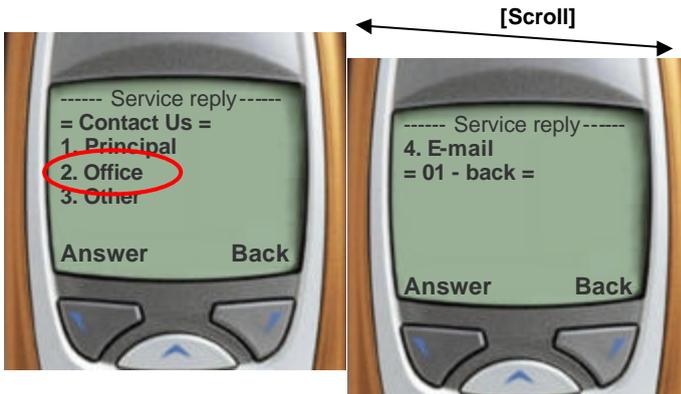


Main Menu – Contact Us



Contact Us is option **1** on the main menu.
Press **[Answer]** option **[1]** and **[Send]**.

The result screen will display a number of menus concerning **Contact Us**-

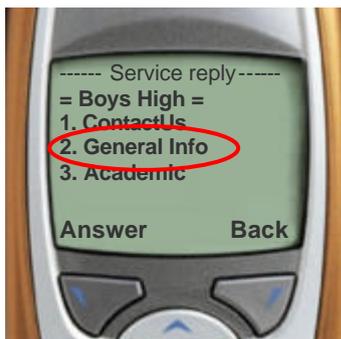


To view for example **Office** details press **[Answer]** [2] and **[Send]**.



To return to the previous menu press **[Answer]** [01] and **[Send]**. You will immediately be routed back to the previous menu.

Main Menu – General Info

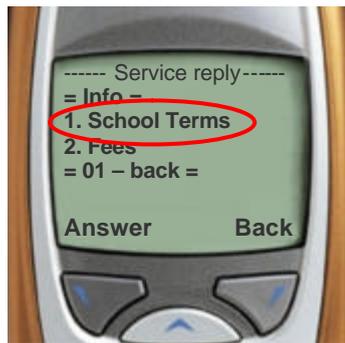


NOTE

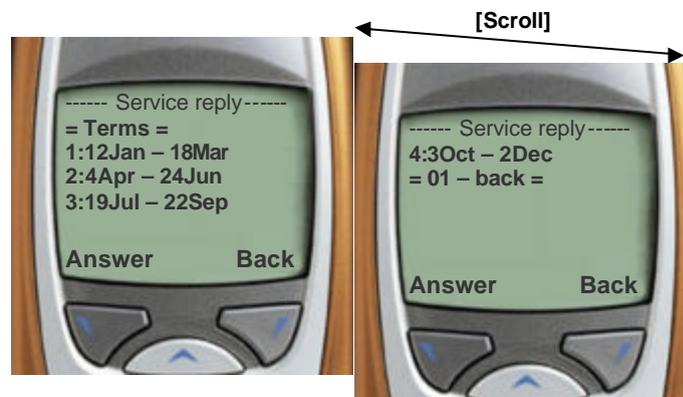
If you are uncertain how to navigate or make selections revisit the **Help** section of this manual.

General Info is option 2 on the main menu. Press **[Answer]** option [1] and **[Send]**.

The result screen will display a number of menus concerning **General Info**-

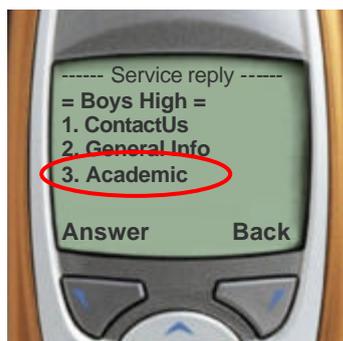


To view for example **School Terms** press **[Answer] [2]** and **[Send]**.



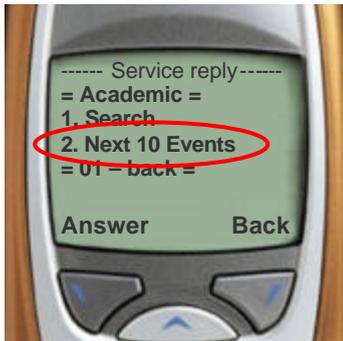
It's not always mentioned but you can jump to the Main Menu by pressing **[Answer] [00]** and **[Send]**.

Main Menu – Academic

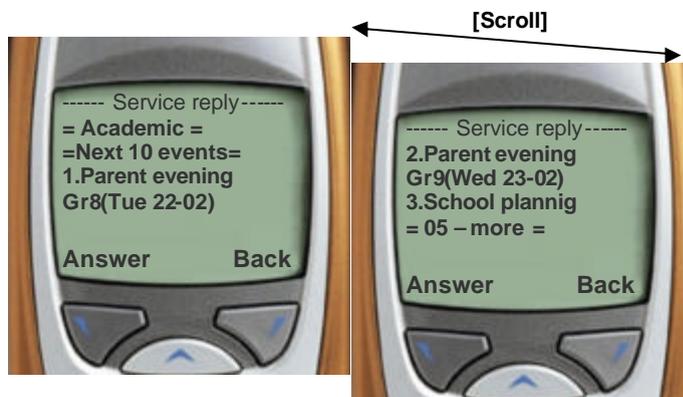


Academic is option **3** on the main menu. Press **[Answer] option [3]** and **[Send]**.

The result screen will display the 2 menu options under **Academic**-



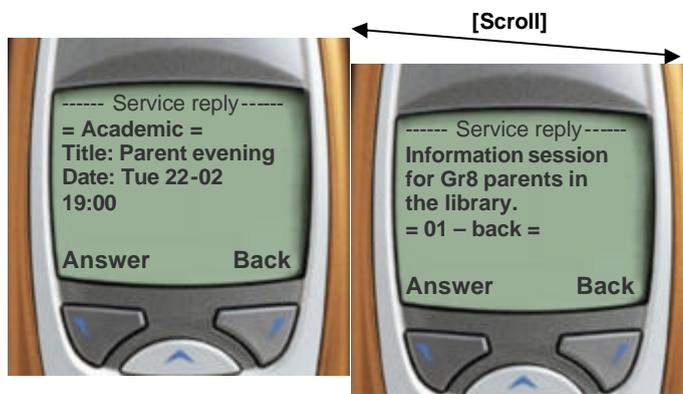
To view the next 10 **Academic** events press **[Answer] [2]** and **[Send]**.



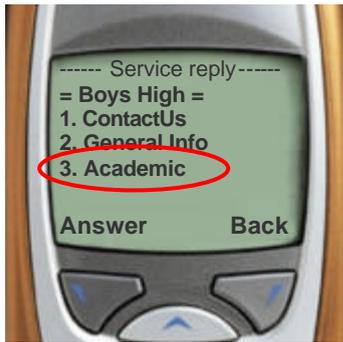
The next 10 Academic events will be displayed.. At the end of the list the command **=05 - more =** might be displayed. To view the rest of the events press **[Answer] [05]** and **[Send]**.

To view more detail on a specific event select the corresponding event's number. For example **1.Parents evening Gr8** press **[Answer] [1]** and **[Send]**.

Detail regarding the event such as date and time and a description will be displayed.

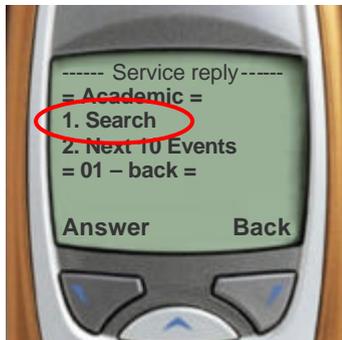


Main Menu – Academic - Search



Academic is option **3** on the main menu. Press **[Answer]** option **[3]** and **[Send]**.

The result screen will display the 2 menu options under **Academic-**



To search for an event press **[Answer]** **[1]** and **[Send]**.



To enter alpha characters as part of the search criteria, place the cell phone in alpha mode.



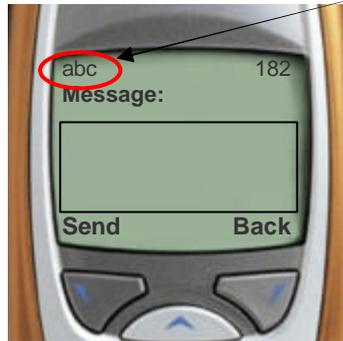
Search criteria.

Change mode

To place the Nokia phone in alpha mode keep pressing the **#** until the numeric indicator changes to alpha characters. To switch back to numeric mode repeat the above until the indicator changes to numeric mode.

Change mode

To place the Nokia phone in alpha mode keep pressing the # until the numeric indicator changes to alpha characters. To switch back to numeric mode repeat the above until the indicator changes to numeric mode.

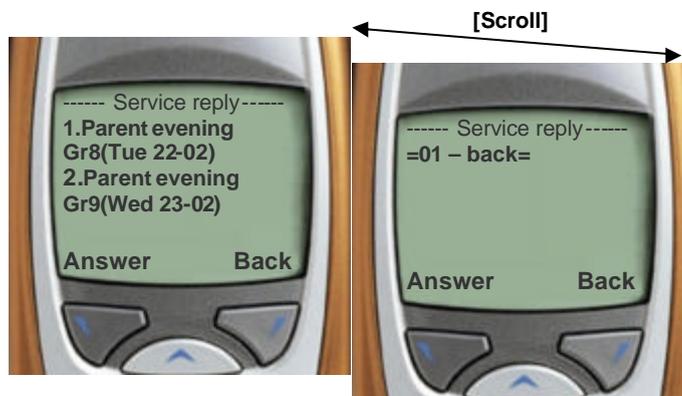


The result screen will be a filtered subset of **Academic** events based on the search criteria entered.

The display will look similar to this -

CAUTION

Your search results will be influenced by the criteria you have entered. If a search result is not satisfying redo with another set of criteria.



Tip

Consult your phone's manual in order to familiarise yourself how to change between text and numeric mode.

Main Menu – General, Social and Sport

Main Menu

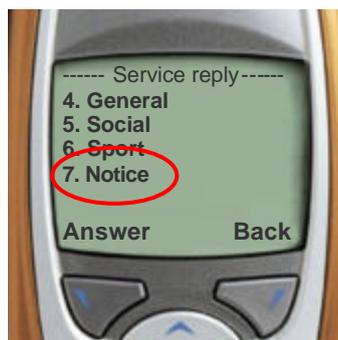
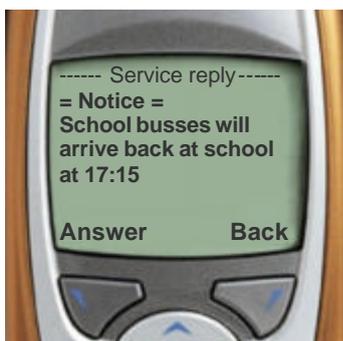
- =School name=
◆ 1. Contact Us
◆ 2. General Info
◆ 3. Academic
◆ 4. General
◆ 5. Social
◆ 6. Sport
◆ 7. Notice
◆ 8. News
◆ 9. Phone Books
◆ 10. Password
◆ 11. Change School
◆ Navigation option = Send 0 to exit =

The options circled are used in the same manner as **Academic** explained in the previous section including **Search**.

Main Menu – Notice

A **Notice** is for example the arrival time of kids who attended a sport event back at school to be fetched by parents.

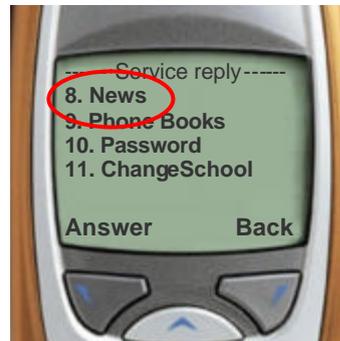
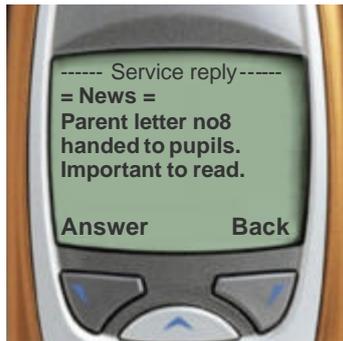
To view a **Notice** press **[Answer] [7]** and **[Send]**.



Main Menu – News

An important **News** item can be viewed here.

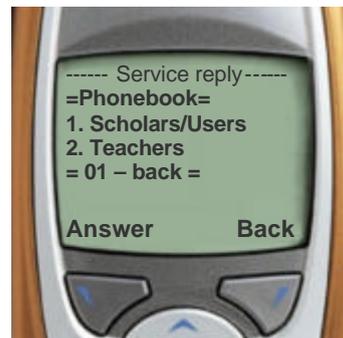
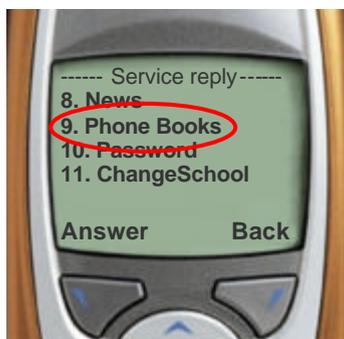
To view a **Notice** press **[Answer]** [7] and **[Send]**.



It will be good practise to use the **News** option regularly to be informed on any newsworthy item or activity.

Main Menu – Phone Books

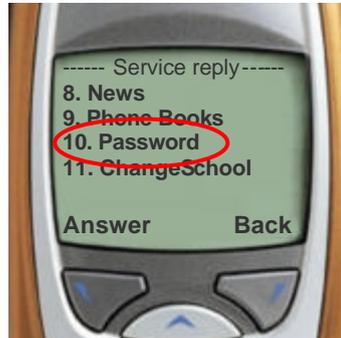
Once you have entered your details on the web and have given it search rights your detail will be available on the cell phone for all users of a specific school to search.



Do a **search** as explained in the section **Academic**.

Main Menu – Password

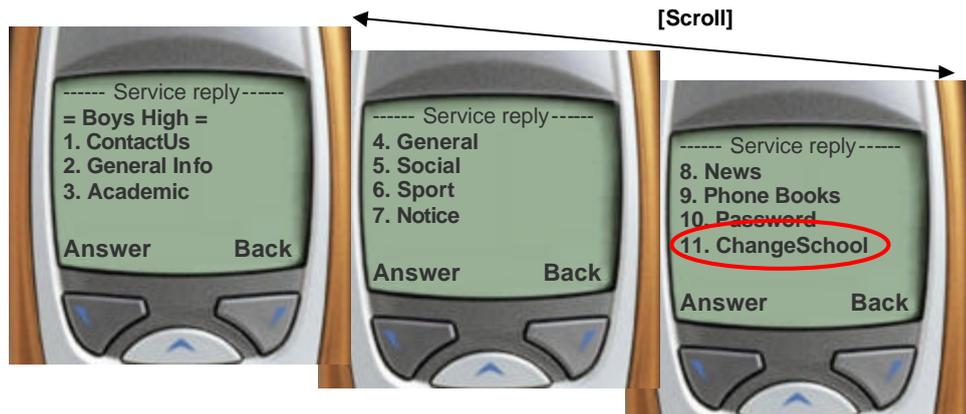
This will enable the user to get his **password** and enter the web site to edit or add contact details. The contact details will be searchable via the **Phone Book** option.



Main Menu – Change School

Since most of the functionality is built around the School **Change School** provides you with the chance to change your school. Once done all info is based on your new selection. Before attempting to change school you need the **unique** number linked to the school of choice, you will be asked to supply the school number.

Change School: Option 11 on the main menu press [Answer] [11] and [Send].

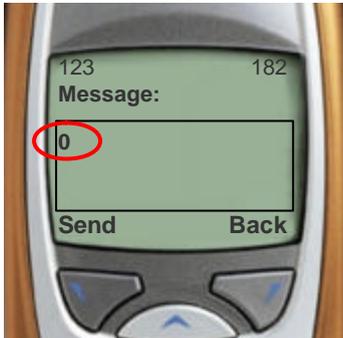


CAUTION

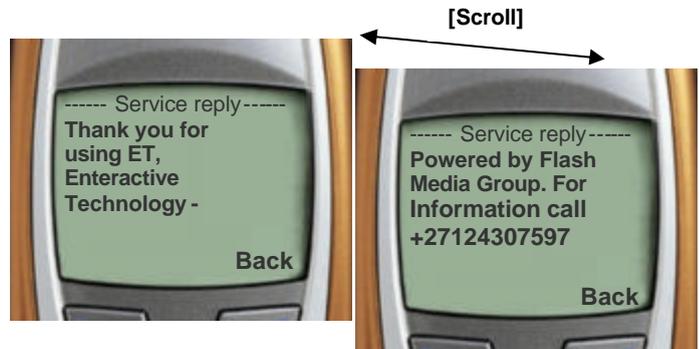
Your search results will be influenced by the school you have selected. Check your selected school if information is incorrect. The **Main Menu** displays the school name.

How do I leave the system (quit)?

To exit the system press [Answer] [0] and [Send].



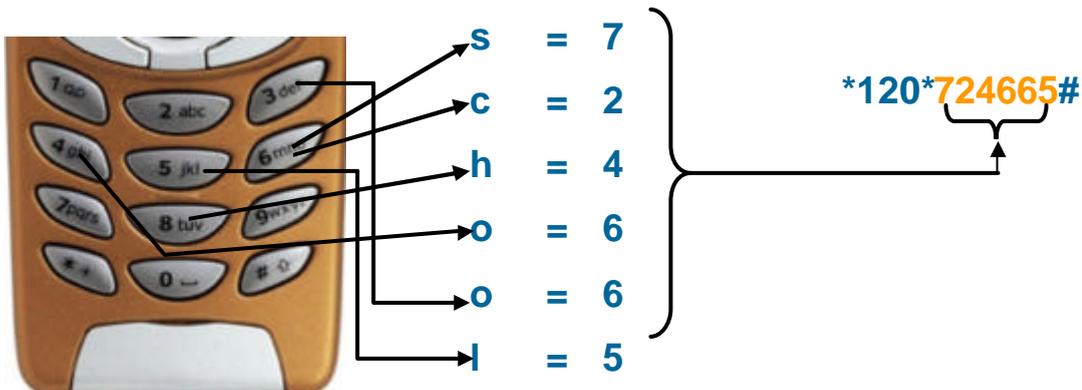
The following or similar screen will be displayed if you have logged out of the system in the correct fashion.



Remember to always quit the application by pressing [Answer] [0] and [Send].

Alpha dial

Alpha dial is the conversion of numeric keystrokes to alpha characters. For example: The front page of this manual instructs the user to dial *120*724665#. For most of us 724665 does not mean anything. The word **school** instead means something. If you translate 724665 you get the word school. How?



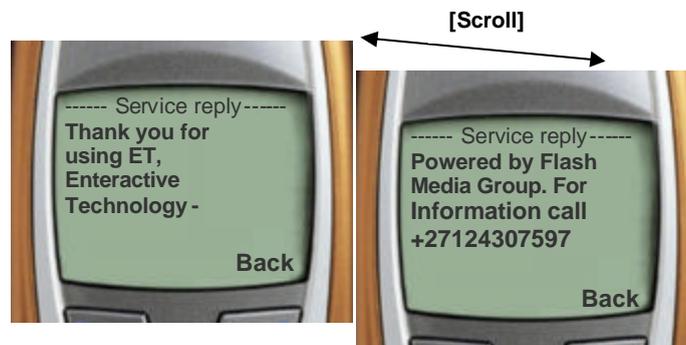
Session timeout

After continuous use for a period of in excess of 2 minutes the user will experience an error such as **Request not completed**.

To overcome this barrier the user must enter the application again. A message notifying the user on the fact that the session has been resumed will be displayed. To exit this screen press **[Answer]** any key except 0 and **[Send]**. The application will resume functionality at the point where the **Request not completed** message was encountered.



System response when quitting



The WASP (Wireless Application Service Provider) agreement with Vodacom and MTN states that the service provider's info must appear at the end of a session.

Possible Error messages

Error messages can be a big frustration if the cause is unknown. mobileSchool, as any system, is not free of such behaviour. Although everything possible is done to limit these problems, errors will occur. These messages can be caused by either a system problem or an action incorrectly executed.

Here are some samples of messages you might encounter.



or



This message is generated when the service you are trying to access is unavailable due to one of the following problems-

- Mobile network.
- Data network.
- Application server.
- Incorrect access number supplied.
- Weak network coverage (signal).

Remedy:

- Make sure you have entered the correct number.
- Check the phone's signal level.
- If you are using short dial make sure the number is still correct or in existence.
- Keep on trying at regular intervals.



This message is usually generated during normal use and is caused by the following-

- Communication loss with mobile network.
- Weak network coverage (signal).
- Timeout set by the networks encountered.

Remedy:

- Check the phone's signal level.
- Restart a session.



This message is usually generated during normal use and is caused by the following-

- Communication loss with mobile network.
- Application provider server error.

Remedy:

- Restart a session.
- Keep trying.



or



Application timeout message is caused by the following-

- Application unable to handle your request.
- Slow Mobile network traffic.
- Problem with application.
- Timeout set by the networks encountered.

Remedy:

- Restart a session.
- Check the phone's signal level.



Unknown Application message is caused by the following-

- Incorrect service number used.

Remedy:

- Dial *120*220#



This is actually **no error**. When a session is started it normally displays **Requesting** as an indication that the system is processing the request. But when it continuously displays **Requesting** the problem is normally caused by-

- Weak network coverage (signal).
- Network congestion.

Remedy:

- Restart a session.
- Check the phone's signal level.

Different messages between phone brands

If messages differ from ones mentioned in any manual keep in mind that all manuals are based on the Nokia interface. Although the messages may differ the basic operation and key strokes are the same.

Examples of messages between phone brands-

Nokia	Samsung / LG	Sony Ericsson
Requesting	Please wait network action	Please wait
Answer	Reply	Ok
Send	Ok	Ok
Request not completed	Not available	Application session timeout



CAUTION

A weak signal can cause various problems. Before accessing the system, ensure that you have a strong signal by observing the signal level indicator of your phone. A lot of uncertainty and unwanted problems can be avoided if you implement this strategy.

Disclaimer:

FMG is not responsible for the data displayed.

This manual must be treated as reference. Menu appearances and layout will differ from phone to phone. The layout in this manual was based on the Nokia interface.

Application features and enhancements may change menus without any notice.

The latest manuals will always be available on the following websites-

<http://www.flashmedia.co.za>

<http://www.120.co.za>