



Your emails will now be transferred instantly

Your vessel's email system has been upgraded to **Instant Communication Mode**. This enhancement enables real-time sending and receiving of emails, providing an "always online" experience when the vessel has an internet connection.

What's Changed?

- **Continuous Connectivity:** The system now maintains an active connection when online, eliminating the need for manual connections.
- **Removal of "Manual Connect" Button:** The **Manual Connect** button has been removed from the interface since communications are now automatic.
- **Automatic Email and File Transfer:** Emails and files are sent immediately after you initiate them, without additional steps.

How This Affects Your Daily Operations

Sending Emails

Previous Method:

- After sending an email from your email client, you might have logged into Dualog user interface to click **Manual Connect** to ensure the email was sent.

New Method:

- Simply send your email or file as usual. The system will automatically handle the transfer if the vessel is online.
- **No action is needed in the Dualog user interface** after sending an email.



Checking the Status of Your Emails

If you want to confirm that your email has been sent:

- 1. Open Dialog Connection Suite:**
 - o Access the application from your desktop or start menu.
- 2. Navigate to Mail Management:**
 - o Click on **Mail Management** in the main menu.
- 3. Check the Status Tabs:**
 - o **Waiting to be Sent:** Displays emails queued for sending.
 - o **Sent:** Shows emails that have been successfully sent.
 - o **Note:** Your email will move from “Waiting to be Sent” to “Sent” once it has been transferred.

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Monitoring Connection Status

Online Indicator:

- The application displays an **Online** status when the vessel has an active internet connection.
- You can find this indicator at the top of the Dialog user interface.

Offline Indicator:

- If the vessel is offline, the status will show as **Offline**.
- Emails and files will remain in the “Waiting to be Sent” queue and will be sent automatically when connectivity is restored.

Frequently Asked Questions

1. Do I need to do anything differently when sending emails?

Answer: No, continue to send emails as you normally do. The system will automatically handle the rest when online.

2. How can I be sure my email or file has been sent?

Answer: You can verify the status in **Mail Management**:

- If it's in “**Sent**”, it has been successfully sent.
- If it's in “**Waiting to be Sent**”, it is queued and will be sent when the connection is available.

3. What happened to the “Manual Connect” button?

Answer: The **Manual Connect** button has been removed because the system now maintains a continuous connection and handles sending automatically.

4. What if I need to send an urgent email while offline?

Answer: The email will be queued in “**Waiting to be Sent**” and will be sent automatically once the vessel is back online.