SKySMS

Administrator's Manual

SKySMS Server

SKySMS

1 Introduction

SKySMS is the enterprise SMS-tool developed by SKyPRO, based on the concept of Unified Communications*. SKySMS Server is the ideal solution for sending/receiving SMS from your e-mail platform over a central SMS Gateway.

Easily installed and configured, SKySMS is available for all your employees within minutes. Your GroupWise address book becomes the only contact storage you need.

SMS is a great way to communicate quickly and immediately, to an individual or to a large audience, and SKySMS makes it easy. A default connection to the "SKyPRO SMS Gateway" ensures that text messages are sent immediately at cost effective rates.

SKySMS Server provides you with:

- SMS sending status reports (in real time).
- Administrated user list.
- Log files.
- All SMS information is stored within your mailbox.
- Warning, if SMS could not be sent.
- Sender ID management.
- Templates for the status report emails and incoming SMS emails.
- Proxy Server management.
- Queue for cases when SMS can't be sent to ensure that no data will be lost.
- Possibility to organize 2-way-SMS with virtual phone number.
- Possibility to connect SIM modems.
- Flexible routing for outgoing messages.
- Several routing possibilities for incoming messages.

Starting from Version 1.0.1.8 of SKySMS Server you can also receive SMS. The administrator can configure a virtual number or a modem number on the server as Sender ID so the receiver can reply SMS (and reply will be sent back to you as an email).

The SKySMS Server Administrator's Manual explains step-by-step how to install, setup and use SKySMS Server.

* Unified communications represents a concept where multiple modes of business communications can be seamlessly integrated. Unified communications integrates all the systems that a user might already be using and helps those systems work together in real time. They combine multiple IT capabilities, enabling an efficient approach to communicating that change how individuals, groups and organizations conduct business — and provide key business benefits.

Contacting SKyPRO

If you have any questions regarding use of SKySMS Server or just need a professional assistance while installing or configuring this software, get in touch with our support team:

- Write an e-mail to swsupport.skypro@skypro.ch
- Chat via www.skypro.eu/support.aspx

2 Requirements

Hardware

- Processor: From Pentium III or Athlon minimum 500MHz
- Random access memory: 512MB RAM
- Hard drive: Minimum 100 MB free disk space
- Graphics card: SVGA with a resolution of at least 1024x768

Software

Operating system:

Microsoft Windows 2008 (Server)
Microsoft Windows Vista
Microsoft Windows 7
Microsoft Windows 8
Microsoft Windows 10

Applications software:

- Novell GroupWise Client from Version 8.0 and higher, Gmail or any IMAP4/SMTP compatible mail system
- Net Framework 3.5 and higher

Firewall requirements:

• Please allow the access for http://skysmsgw01.skypro.ch and http://www.skypro.eu.

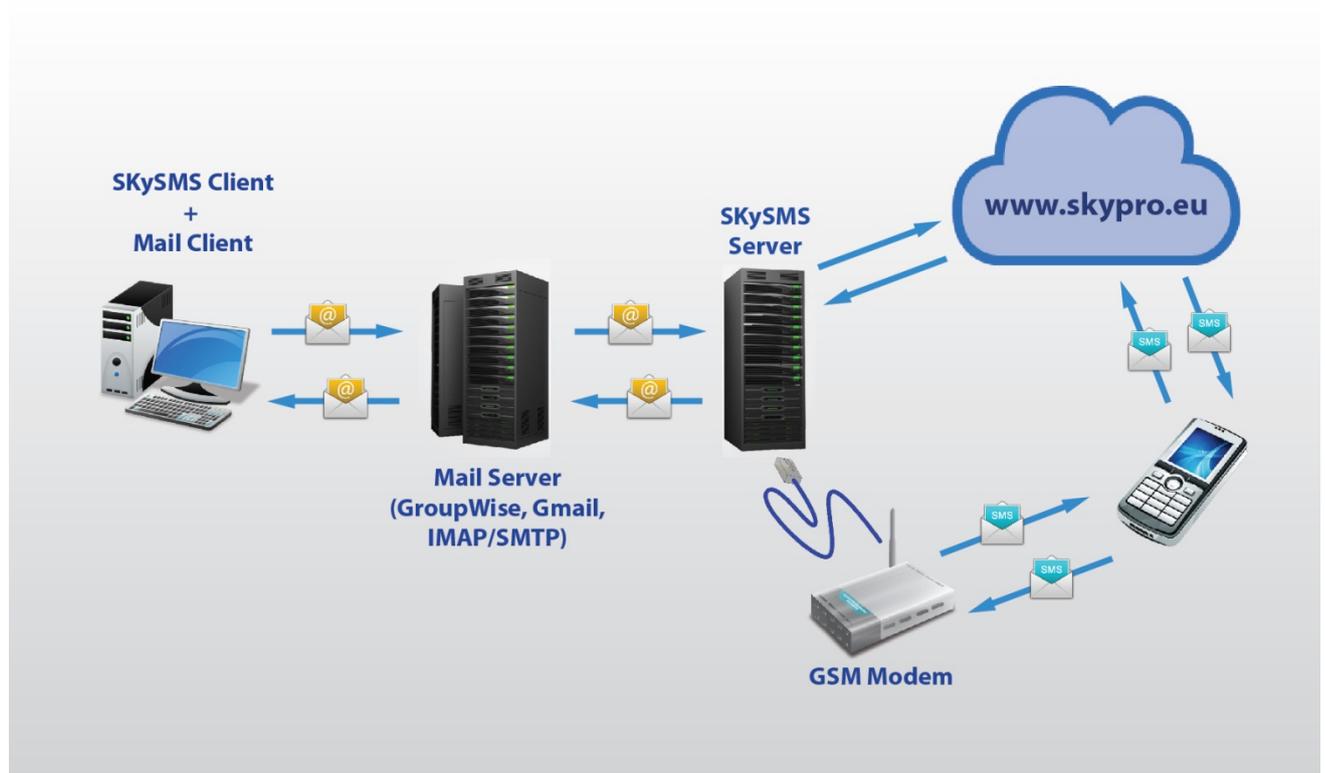**Important: to run the server administrator rights are required!**

3 SKySMS Architecture

To send SMS message via SKySMS:

- SKySMS Client or Mail Client (or webinterface) creates SMS message and sends it (using the mailing system: GroupWise / Gmail / IMAP/SMTP) as an email of certain structure to the SKySMS Server's mailbox.
- The Server, at regular intervals, takes messages from the server mailbox and redirects them to the SKyPRO SMS Service (www.skypro.eu) or GSM Modem.
- SKyPRO SMS Service (www.skypro.eu) or GSM Modem sends SMS message to the recipient's phone.

Receiving SMS messages is essentially the same process but in reverse.

Figure below shows how SKySMS works:

4 Installation

To install SKySMS take following steps:

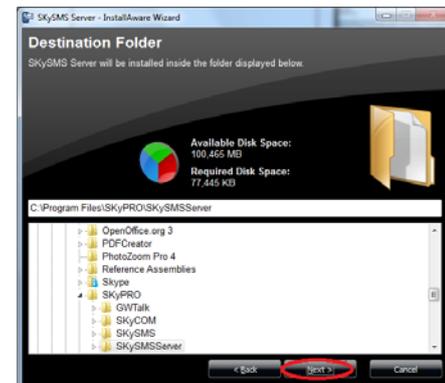Important: close all running programs before starting the installation.

Extract   SMS_SRV_x.x.x.x_ins.exe (SRV –
Server, x.x.x.x – version, ins – installation)
file and click "Next" to continue:

To continue SKySMS installation, accept the
terms of the End-User License Agreement.
Click "Next" to continue:

Choose the destination folder and press Next
to continue:

Setup will create SKySMS shortcuts for you in the Start Menu group:

Step 1: Type a new group name or accept the suggested one.

Step 2: Choose a user to create shortcuts for.

Step 3: Click "Next" to continue.

Click "Install" to complete SKySMS installation on your PC / laptop:

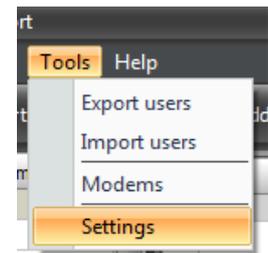The installation is successfully completed, please click "Finish".

5 Server settings

In order to send and receive SMS messages, you need to set up the SKySMS Server. When the SKySMS Server is installed start it via the icon on your desktop.

To change settings:
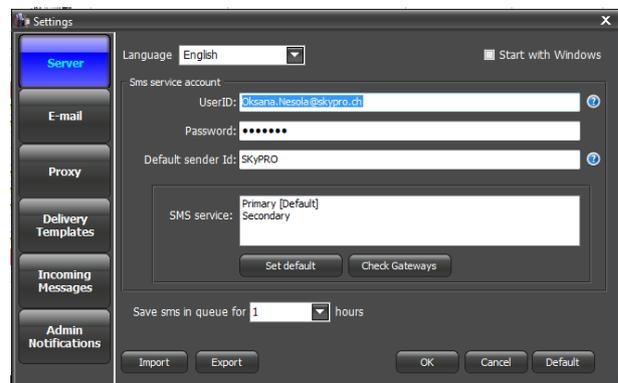- choose Tools->Settings in menu;
- click the Settings icon.

Please note, after changing settings you need to stop server and then start sever. If you use GSM-modems, you also need to stop modem service and then start modem service.

5.1 Tab Server

In tab Settings -> Server you have to complete the following fields:

- **User ID** and **Password** – enter e-mail and password you used for registration www.skypro.eu/ www.skypro.us.com. Credit for SMS sending is added to this account on our web-site www.skypro.eu/ www.skypro.us.com . (This is needed if you are using our services. If you are using only GSM Modem, please see page 16 for details).

- **Default Sender ID.** Each user added on the server can have a Sender ID which will be displayed as a sender name on receiver's phone. Normally Sender ID has to be configured in "User Info". But if a user does not have any Sender ID, every SMS sent by him will be displayed with Default Sender ID configured in the tab "Server". (Please check with your local authorities about adjusted sender ID, as additional regulations may apply.)

- For ensuring the fault-tolerance of the system and the possibility of the load distribution two Gateways are used. These are displayed in the field "SMS Service" (primary (default) and secondary). If there is no communication with the default (primary) Gateway, the system connects to the alternate (secondary) one. In case when the response rate of the default Gateway went down, it is overloaded. Please switch over the secondary Gateway and make it default by using the button "Set default". Click the button "Check

Gateways" to check the availability of the Gateways.
You can choose standard server for SMS sending. Set Primary or Secondary and click "Set default".
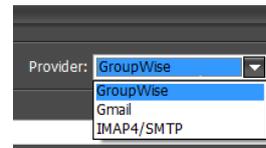
- You can set the time for SMS staying in queue. When this time expires, and the SMS was not sent yet and still stays in queue will be deleted.

In this tab you can also choose an interface language of the server (English or German). If you want to run server automatically when Windows starts please put the flag to the "Start with Windows" field.

5.2 Tab E-Mail

In the tab „E-Mail" you need to set up an email account that you have created for SKySMS Server on the mail server you use in your organization. It is recommended to create separate email account for SKySMS Server.

In the field Provider choose the platform (GroupWise, Gmail or IMAP/SMTP) to send and receive SMS messages from:

GroupWise
If you choose GroupWise, enter the following information:
- login and password of GroupWise mailbox;
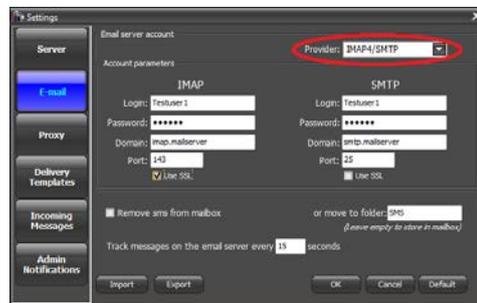- domain of GroupWise Mail System;
- port (by default 1677)

Gmail
Enter an email address and a password of the Gmail mailbox you want to use for sending and receiving SMS messages:

9

IMAP/SMTP

Enter login, password and domain of your mailbox into the corresponding fields.
If SSL is necessary for connection to your mailbox please put the tick to the "Use SSL" field (by default 25 and 143).
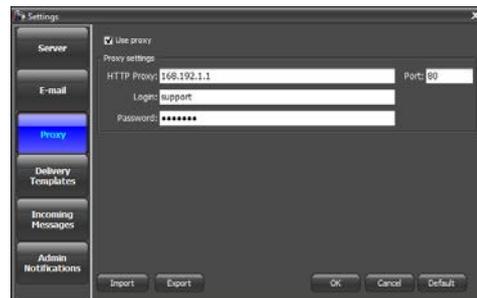

In this tab you can also activate the function "Remove sms from mailbox" or choose a folder to which SMS messages will be stored after they will be processed by SKySMS Server.

Set up an interval within which the server tracks SMS messages on the server mailbox.

5.3 Proxy

If you use Proxy Server enter the necessary data.

5.4 Tab Delivery Templates

Delivery template is a pattern of the delivery report – a short standard e-mail message about the status of SMS sent to users of SKySMS Server. It will be delivered to the user's mailbox after SMS sent to the gateway or GSM modem, and also after the SMS delivery message was received. Every delivery report can contain the following information:
- Recipient's phone number;
- Recipient's name;
- SMS text;
- SMS status;
- SMS GUID (the unique identical number of a certain SMS in the server system).

As the screen shows, all the fields named above configured in the template. This is a default template which cannot be edited or deleted.
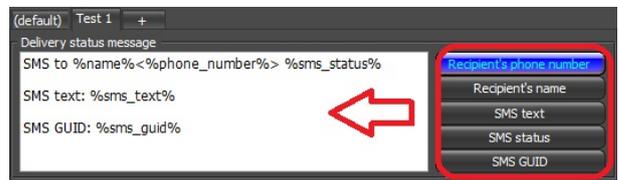

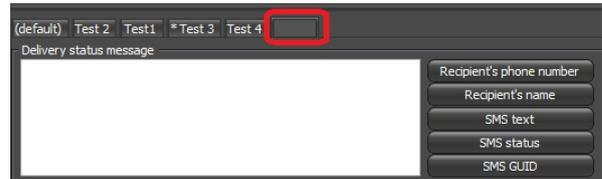If you want to create your own template do the following:

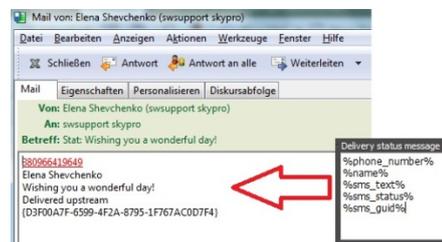➢ click [＋], type in the name of a new template and press Enter.

➢ Default tags will appear. Now you can add the needed text. To add the tag, please use corresponding button.

> click the template fields you need ("Recipient's phone number", "Recipient's name", "SMS text", "SMS Status", "SMS GUID"). They will be added to the new delivery template. You can also choose them in the order you need.
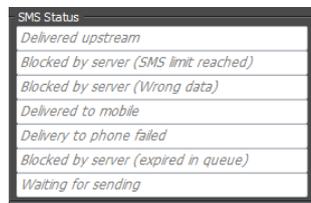

These tags are used for responding mails for the sent message. They are received only when the auto journal isn't used (see the screenshot of the email).
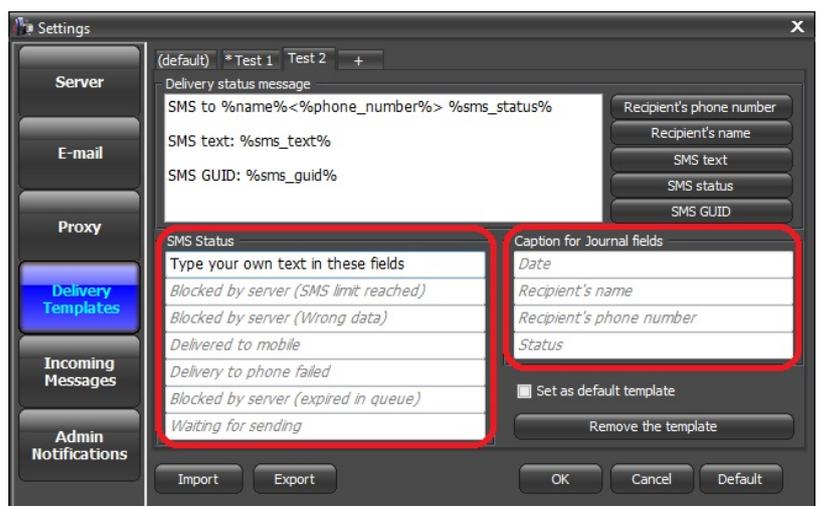
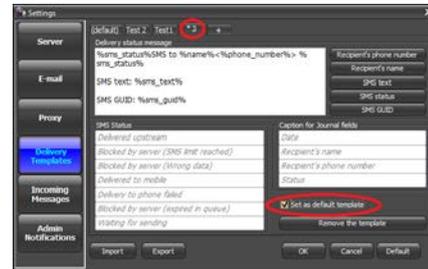You can create as much templates as you want and add them to different users.

- In the field "SMS Status" enter the status which will be shown in Journal and in the mail after SMS sending.
- Choose captions for SMS Journal which can be requested after SMS sending.
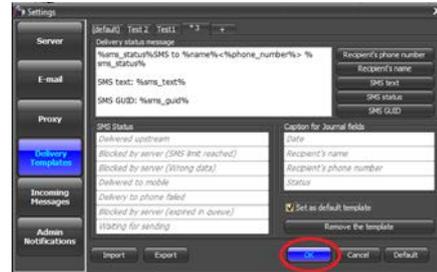

You can rephrase the text for SMS Status and the column headers for Journal. Please click in the field and type your own text. Your changes will occur in the SMS Journal delivered by user's requests to their mailboxes.
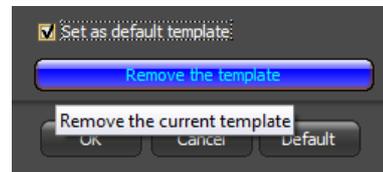
If you want the new template to be set up for all users activate the function "Set as default template". This template will used as default for new added users, if for these users template isn't set up. This template will be marked with an asterisk.
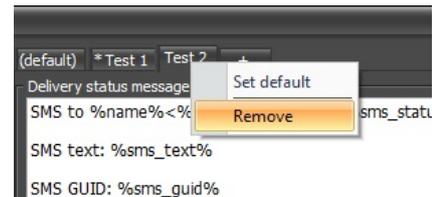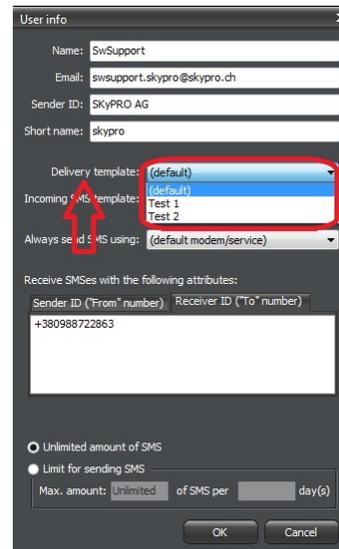

Having set up the new template click "OK".

You can remove the created template if needed.

It's also possible to remove or to set the template as default using the additional menu, which opens by the right click on the name of selected template.

We can create different templates and choose a certain one for each user in User Info (see p. 18).

5.5 Tab Incoming Messages

The SKySMS Server provides mutual SMS communication. You can not only send text messages, but also get the answer to your mailbox. There are 2 possibilities to organize 2-way-SMS: SIM modems or virtual phone numbers provided by our company.
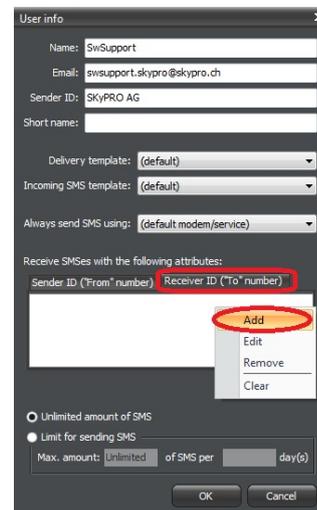
Routing principles

There are several ways of routing the incoming message:

- You can define a 'short name' for user. Sender will need to include this 'short name' to the text of the SMS message in special tags. In this case the SMS will be routed only to the corresponding recipient (even if other people are subscribed).
- You can subscribe one or several users to the phone number. This means that all the incoming messages coming to this number will be sent to all subscribed users.
- You can subscribe user (or several users) to some Sender ID. This means that all the SMS messages sent by some person (some phone number) will be sent to these subscribed users.

- Right click the field "Receive SMSes with the following attributes": > Receiver ID ("To" number) and choose "Add".
- Enter a virtual number for incoming messages.

It is possible to enter many Receiver IDs. They can be edited, removed separately or cleared at once.

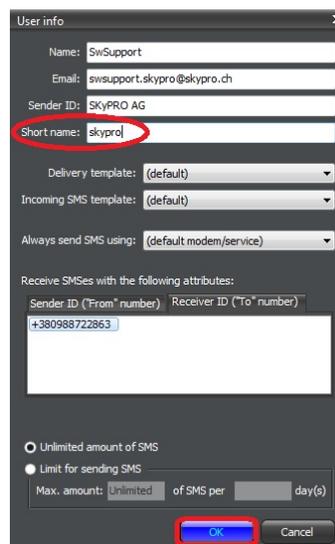Sender ID – here you can enter the number that will be a sender number. Here you can also enter an operator name.

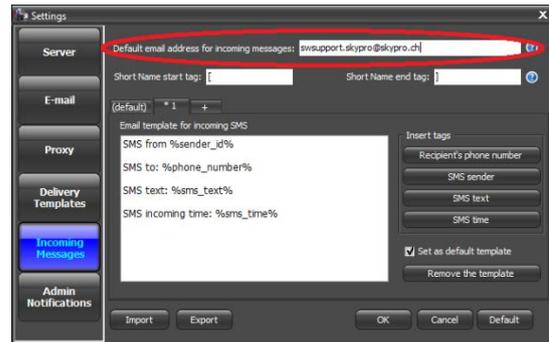To assign a short name to a certain user please open "User Info" and enter a short name to the field "Short name", click OK.

The sequence of checks when a message is received by SkySMS server is the following:

1. Server is looking for the short name in specified tags if it's found, Server looks for the user with this short name. If the route is found, the message is sent to the corresponding user. If not, the next check is made.
2. SkySMS server checks if any of the users is subscribed to the Sender ID of the received message.
3. SkySMS server is looking if any users are subscribed to this receiver ID (the number to which the SMS was sent). If the route is found, the message is sent to corresponding users, if not, the SMS message is sent to the default email.

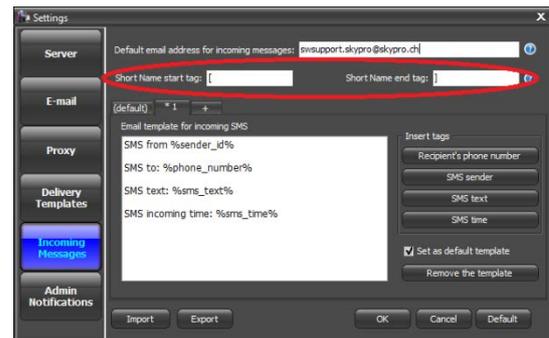To enable Incoming Message feature:

- Specify a default email address for incoming messages in the SKySMS Server settings. All the messages that cannot be routed for some reason will be sent to this e-mail address.

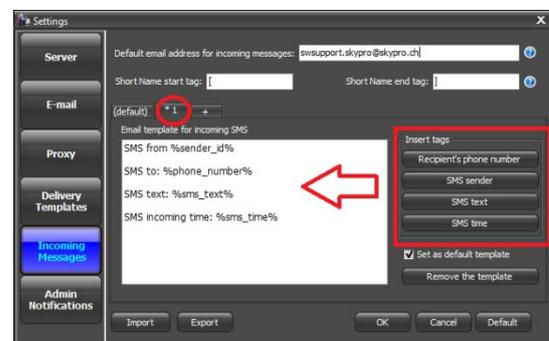- Define start and end tags for a special short name.
  If there is a certain short name in the body of the incoming SMS it will be delivered only to the user whom this short name is assigned to. E.g., if we define @@ as the start / end tag, and there is a user whose short name is 'user 1', to send the message directly to him you will need to include @@user 1@@ in the body of the SMS sent.
  Incoming message templates define how the SMS will look in your mailbox. You can use several variables to add more information about the message, like date, time, Sender ID etc.
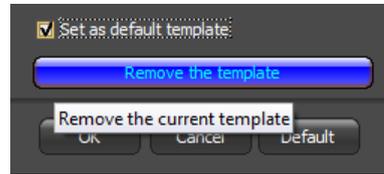

- It is possible to create different templates for incoming SMS. Click on the symbol "+" => title a new template (e.g. "1") => add the necessary tags => click "OK".
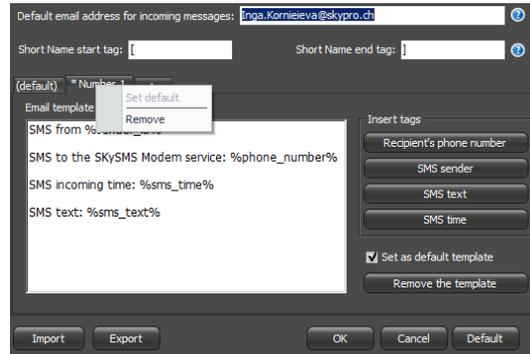
  Set the newly created template as default for all incoming SMS if necessary. You can create as much templates as you would like and add them to different users.
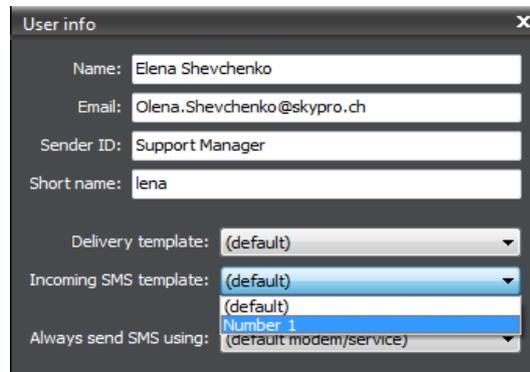
You can remove the created template if needed.

It is also possible to remove or to set the template as default using the additional menu, which opens by the right click on the name of selected template.
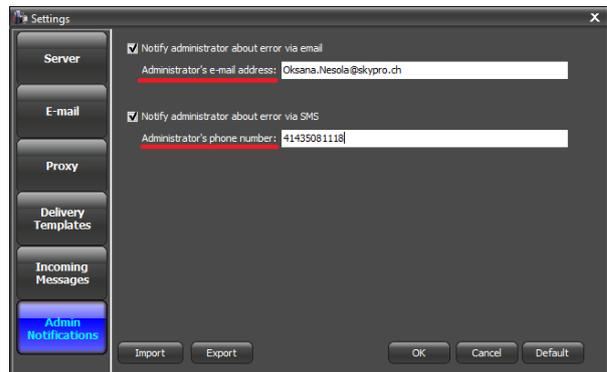
In the window User info you can also choose a template for each user.

A virtual phone number can be assigned to several users simultaneously. In this case, each of them receives in his mailbox the incoming SMS that has been sent to this shared virtual number.

5.6 Admin notifications

If you want to be notified about issues with running SKySMS Server please activate the function "Admin notifications". You will get an e-mail and/or SMS about an error.
To use this feature enter your e-mail address and/or phone number.

You can import or export all the settings from any tabs using buttons Import and Export.

6 Modem service

SKySMS Server gives the possibility to receive and to send SMS using the modem service. To receive SMS via modem, you have to set the modem with the Server and assign the number as Receiver ID to the user (§ 5.4 Tab Delivery Templates).

You can define rules for sending SMS via modem or SMS Service. For example, you can configure sending SMS to numbers beginning with +41 (Switzerland) via modem1, SMS beginning with +49 (Germany) via modem 2, and all the other SMS via SMS Gateway.
You can do it by installing of the Outgoing number prefixes (add "+41" for modem 1 and "+49" for modem 2).
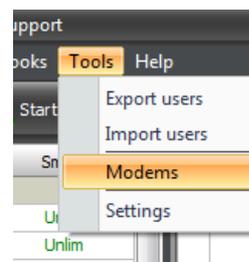
To use the modem service put the modem into the USB-Port on your PC and install the needed drivers. To set the Modem with the SKySMS Server you need the following data:

- phone number;
- PIN code;
- COM-Port.
- Baud rate

On the SKySMS Server max. 16 modems can be installed.
To configure the modem with the Server you need to take the following steps:
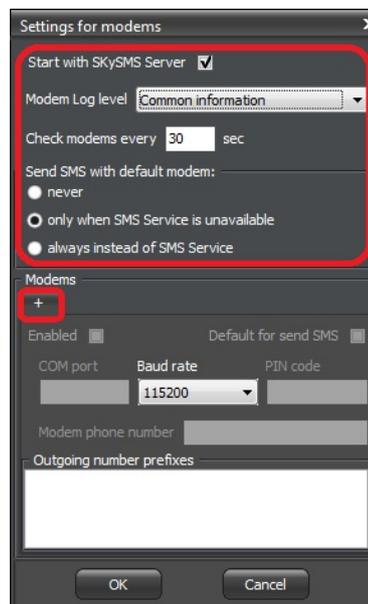
1. Select Tools->Modems.

2. Set the following settings for modems:

✓ You can enable the function "Start with SKySMS Server";
✓ Choose the log level using the drop down list (please note that the higher is the level, the bigger will be the size of log files);
✓ Set the period for the modems to check for new incoming SMS.

3. Mark if you would like to send SMS via default modem always instead of SMS Service or only when SMS Service is unavailable.

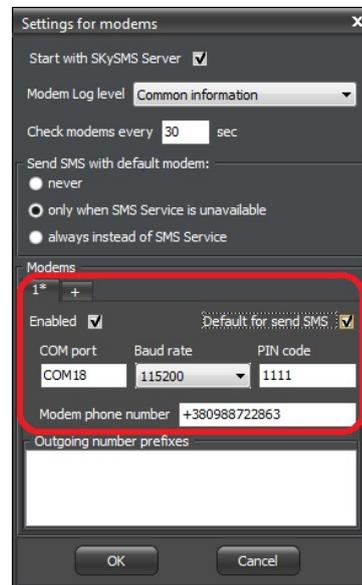4. Click "+", to enter the settings of each your modems.

5. Enter the following information:

   - COM-port;
   - PIN-code;
   - modem phone number
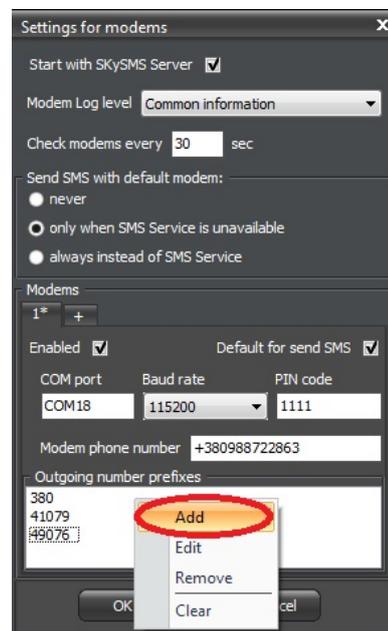   - Modem Baud rate.

6. Choose one modem to be Default for send SMS
7. Mark Enabled for each running modem.
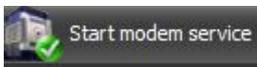
8. Set the prefix for the outgoing number:

   - Right-click on the field for the prefixes, choose "Add" from context menu;
   - Enter the prefix (country code as well as operator code if it is specified).
   - Click OK.

This is needed to define the networks to which SMS messages will be sent via this modem. If you are using SIM cards of different operators it will have sense to optimize SMS sending, according to rates.

9. Assign the modem number to the users (q.v. § 5.5 Tab Incoming Messages).

In order to start or stop the modem service, please use the following buttons on the server-toolbar:

Start modem service - Press this button, in order to start the modem service.
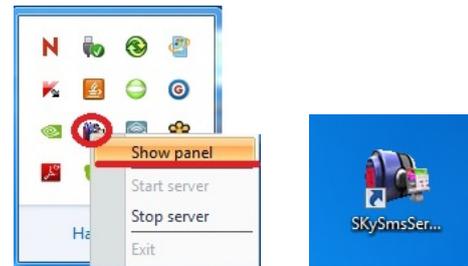
Stop modem service - Press this button, in order to stop the modem service.
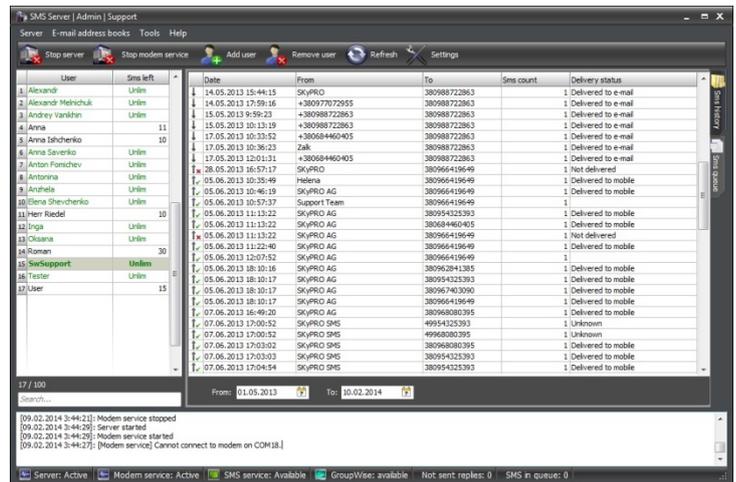
7 Main window

In order to open the main window, you should press the SKySMS Server icon in the Windows toolbar with the right mouse click and choose "Show panel".
Or you can start the main window just from the icon on your desktop.

Server-main window contains:

- users list;
- history and queue tab;
- taskbar;
- server status bar;
- status messages console.

7.1 User list

There is a list of users on the left of the main window, which are allowed to send SMS. The amount of added and licensed users is shown below.

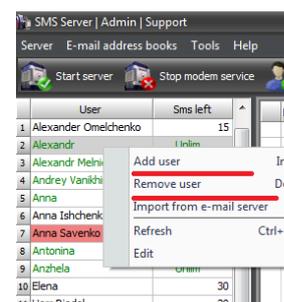Enter the name of a user in the search field, in order to find him in the list.

In order to add/remove a user, you can use the following:
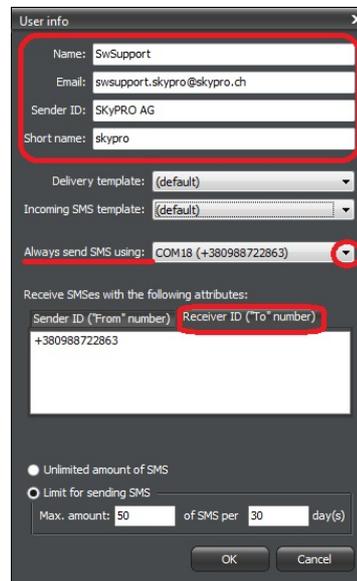
- functional buttons

- context menu:

Please enter the main information about a new user in the opened window:

- ➤ User name,
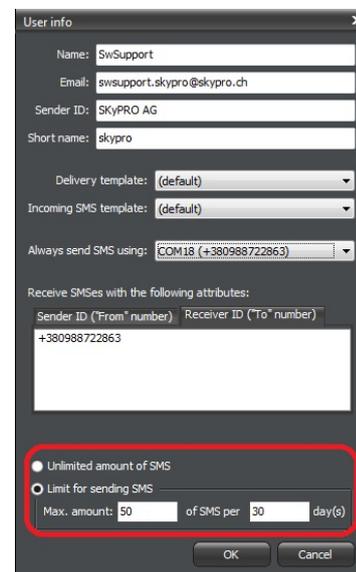- ➤ His email address,
- ➤ Sender-ID,
- ➤ Short name.

In the field „Sender ID" you can customize the name or the phone number of the user. When sending SMS, the Sender ID will be shown as the sender name.

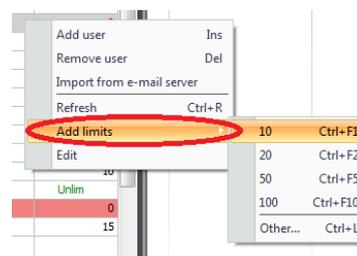Drop down list helps to select delivery template, incoming SMS template and the way of SMS sending for this user

In the field „Receiver ID ("To" number)" you can subscribe the incoming messages of the certain user. This user will receive all the information sent to receiver.
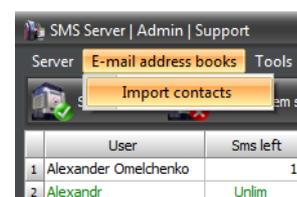
You can set up the limit of SMS allowed to be sent for each user for a certain period of time.
As the screen shows, it is allowed for the user to send 50 SMS for 30 days. When this interval expires, no SMS can be sent.
You can also choose unlimited amount of SMS. So the user will have a possibility to send any amount of SMS for unlimited time interval.
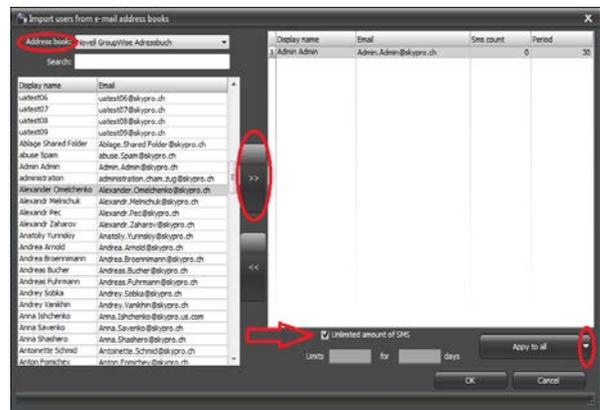
The entered information you can change later: edit the user's data or add the additional limits for the running period using context menu.
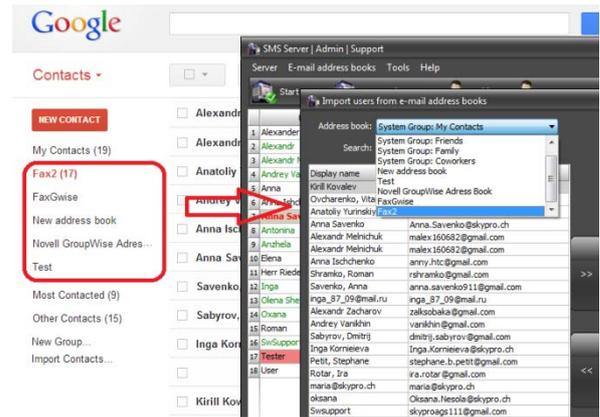
Via menu item "E-Mail address books" the contacts can be imported from your address books.
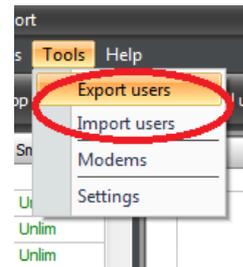
Select the necessary address book to search the contacts. Choose the contact and click the arrow button. To set up the amount of SMS (limits), which each user can send during the definite period, please type in the quantity to the empty fields in the right bottom of the window. Apply these limits to selected contact or to all of them. Right-click the contact to see the window for removing or applying limits. Press "OK" when you're done.
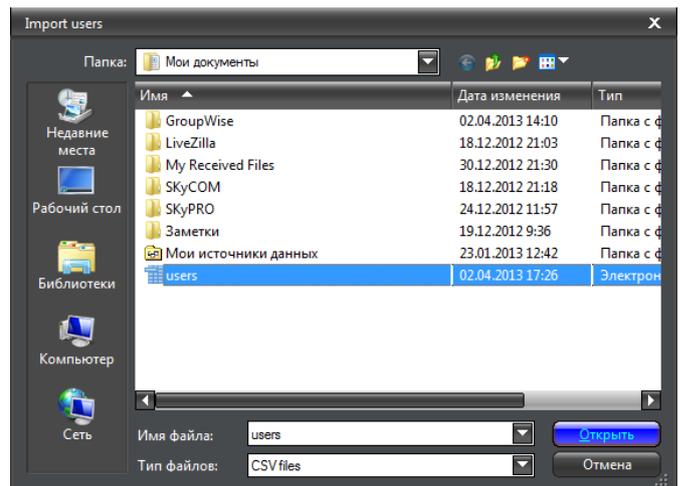

The contact information for the SMS sending is taken from the Gmail address books in the same way.

The menu item "Tools" allows you to export and to import the user list from your PC.

In order to import the users, choose a file saved in a CSV format.

7.2 Server activity

Status-icons show the activity of the server, modem service, GroupWise/Gmail/SMTP and SMS service.

- – Server: active
- – Server: stopped
- – Modem service: active
- – Modem service: stopped

- – SMS service: active
- – SMS service: stopped
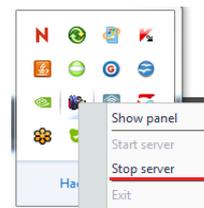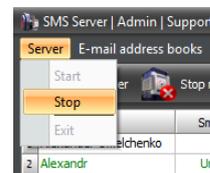- – GroupWise: available
- – GroupWise: unavailable

In order to start and /or stop the SKySMS Server, you can use:

- functional buttons (with the left mouse button);

- or menu item „Server";

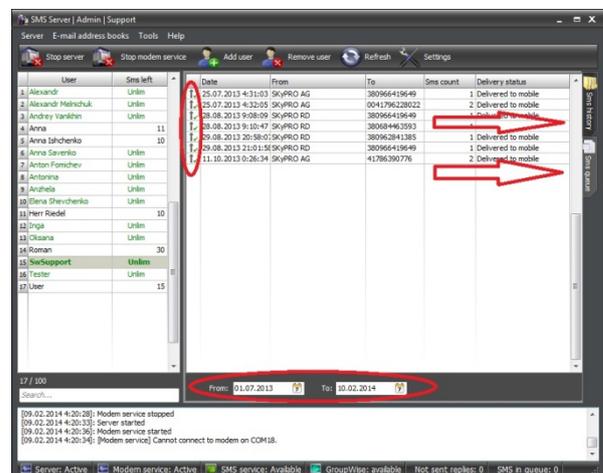- or right mouse click the SKySMS Server icon in the system tray.

The information about the server activity is shown at the bottom of the main window:

Click on Refresh in order to update the information in the main window.

7.3 SMS history

The SMS history for the chosen time period and the SMS list are shown in the main window:
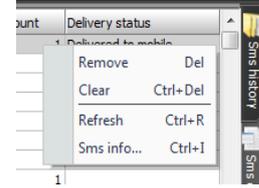
The following symbols in the SMS history define the status of SMS:

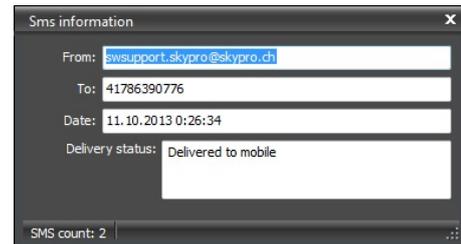 – the outgoing SMS, that was delivered successfully;

 – the outgoing SMS, whose delivery failed;

 – the incoming SMS.

With the right click on selected SMS you can open the context menu. You can remove SMS from history, clear history, refresh the status and request the SMS info.
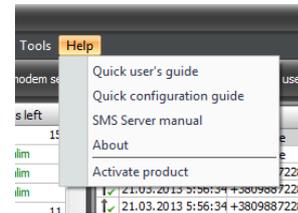

Choosing the „SMS Info" you can see the window with the information about SMS (for example sender, receiver number, date, etc.).

7.4 Help menu item

Click Help:

- To download the Quick User's Guide, Quick Configuration Guide or SKySMS Server manual;
- To see the information about the current SKySMS Server Version;
- Activate SKySMS Server.

8 Uninstall Process

To uninstall SKySMS Server from Windows desktop close the program, go to the START MENU on your PC/laptop, open SKyPRO menu item and press Uninstall SKySMS Server.

In the maintenance window
- choose "Remove the Installation"
- follow "Next" > "Uninstall" >"Finish" to complete the uninstall process.

You can also choose the special feature "Repair the Installation" and reinstall the present setup or download the latest version of SKySMS Server from our official website http://skypro.eu/downloads.aspx.

Thank you for your choice.

SKyPRO Team