

User's Guide

SKySMS Client



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1 Introduction

SKySMS is a unified communications* enterprise SMS-tool developed by SKyPRO. Using the SKySMS client, SMS text messages can be edited and sent/received directly from/to your GroupWise, Gmail or Exchange environments.

When creating a new text message the recipient can be entered manually or be chosen from your GroupWise/Gmail/Exchange address book. You can send SMS messages to multiple recipients at the same time, just the same way as you do with emails. SKySMS uses your existing contact data and saves all SMS information to your GroupWise/Gmail/Exchange mailbox.

SKySMS client is easy to install and allows the administrator to configure and manage all users, who are allowed to send text messages directly from their GroupWise/Gmail/Exchange mailboxes.

A default connection to the SKyPRO SMS Gateway ensures that text messages are sent immediately at cost-effective rates.

* 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 a 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.

2 Requirements

Hardware

- Processor: from Pentium III or Athlon minimum 500MHz
- Random access memory: minimum 512MB RAM
- Hard drive: Minimum 50 MB free disk space
- Graphics card: SVGA with a resolution of at least 1024x768

Software

Operating system:

- Microsoft Windows Vista
- Microsoft Windows 7
- Microsoft Windows 8
- Microsoft Windows 10

Applications software:

- Novell GroupWise Client from Version 8.0 and higher (in case of using GroupWise), Gmail, Exchange or any IMAP4/SMTP compatible mail system

*The ability to communicate with anybody
in the world on your fingertips*

Create and save standard
templates for immediate
bulk messaging

Get consolidated
status reports about
your bulk messages
to your mailbox

Create new text
message and
answer to Email
with SMS

SMS delivery
report on
demand

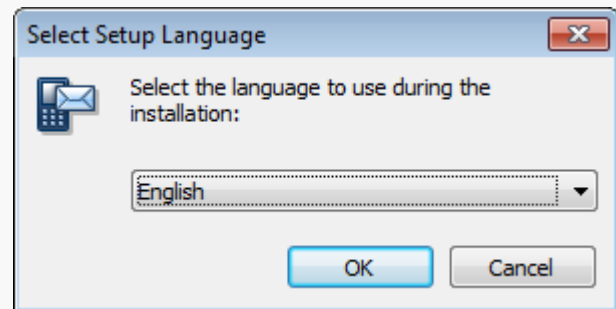
Receive SMS
delivery status
messages

FEATURES

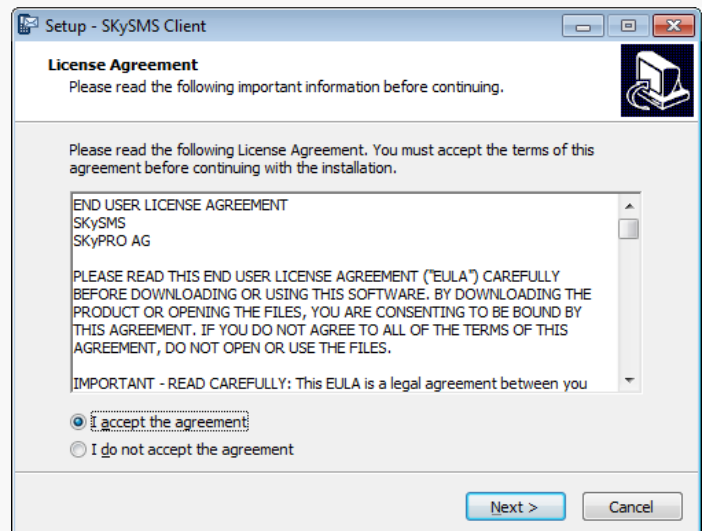
4 Installation

To install the SKySMS Client do the following steps:
(**Important:** close all running programs before starting the installation.)

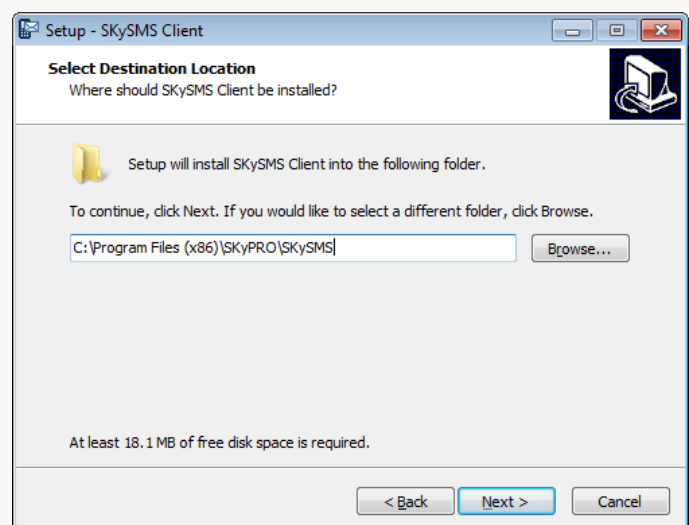
Start the `SSC_xxx_ins.exe` file
(SSC – SKySMS Client, xxx – version number), select language and click **OK** to continue.



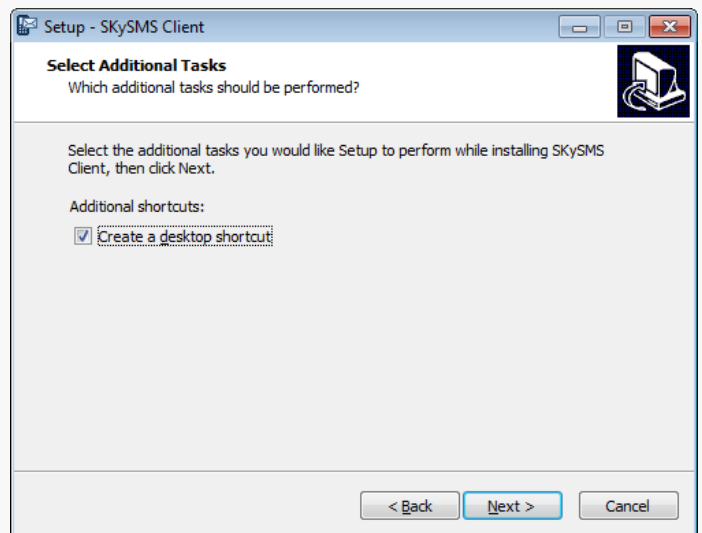
To continue SKySMS installation, accept the terms of the End-User License Agreement. Click **Next** to continue.



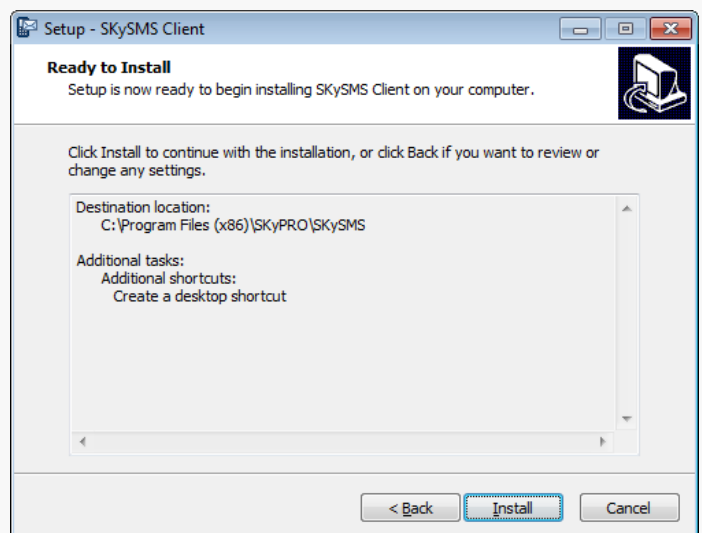
Choose the destination folder and click **Next** to continue.



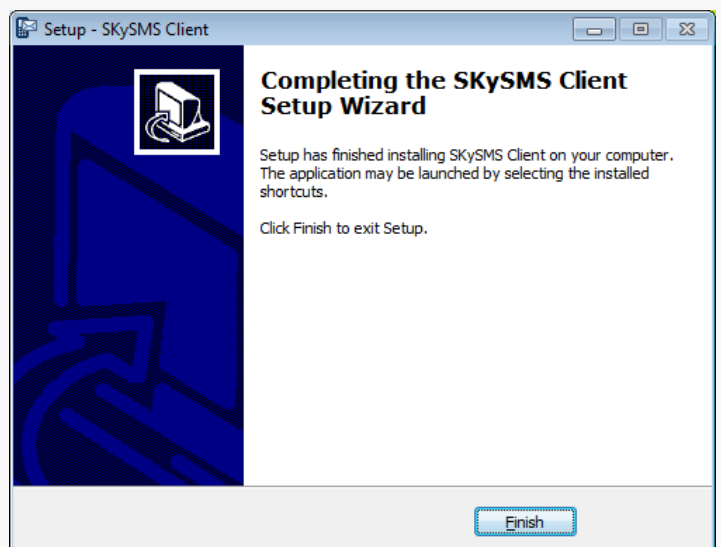
Choose the option [Create a desktop shortcut](#) and click [Next](#) to continue.



Click [Install](#) to complete the SKySMS Client installation on your PC / laptop.



The installation is successfully completed, please click [Finish](#)



4.1 Installation from the command line

You can install the SKySMS Client from the command line with definite parameters. You can set all parameters values for the current user and for all the users on the PC at the same time. To install the SKySMS Client from the command line please use the following format:

`SMS_CL_x.x.x.x_ins.exe [/PARAM=VALUE [/PARAM=VALUE [...]]]`

The `/PARAM` can be the following:

- `/DIALPLANFILE` - dial plan configuration xml file. If you have a dial plan configuration available and want to share it with other users, please use this parameter. Note, that xml file should be in the same folder, as an installation exe-file (e.g. `DIALPLANFILE=dialplan.xml`);
- `/SERVEREMAIL` – SKySMS Server's e-mail address (e.g. `SERVEREMAIL=serveremail@mydomain.com`);
- `/LANGUAGE` – Language that you may use for the SKySMS Client configuration: English - en, German - de or French - fr (e.g.. `LANGUAGE=en`);
- `/PROXYENABLE` – Enable/disable proxy. If value is TRUE, the parameter will be valid, if there is any other value, the parameter will be ignored (`PROXYENABLE=TRUE`);
- `/PROXYDOMAIN` - Proxy domain/host. It makes sense if `PROXYENABLE=TRUE` (`PROXYDOMAIN=192.168.1.1`);
- `/PROXYPORT` - Proxy port. It makes sense if `PROXYENABLE=TRUE` (`PROXYPORT=8080`);
- `/FORALLUSERS` - If this parameter is set to TRUE, all the specified settings will be applied to all users on the definite PC. If value is TRUE, the parameter will be valid, if there is any other value, the parameter will be ignored (`FORALLUSERS=TRUE`).

The additional command line parameters for the installer:

- `/VERYSILENT /SUPPRESSMSGBOXES /SP /NORESTART` – all these parameters should be used together for a very silent automatic installation (e.g. via Zen Works);
- `/cleansettings` – remove previous configuration settings.

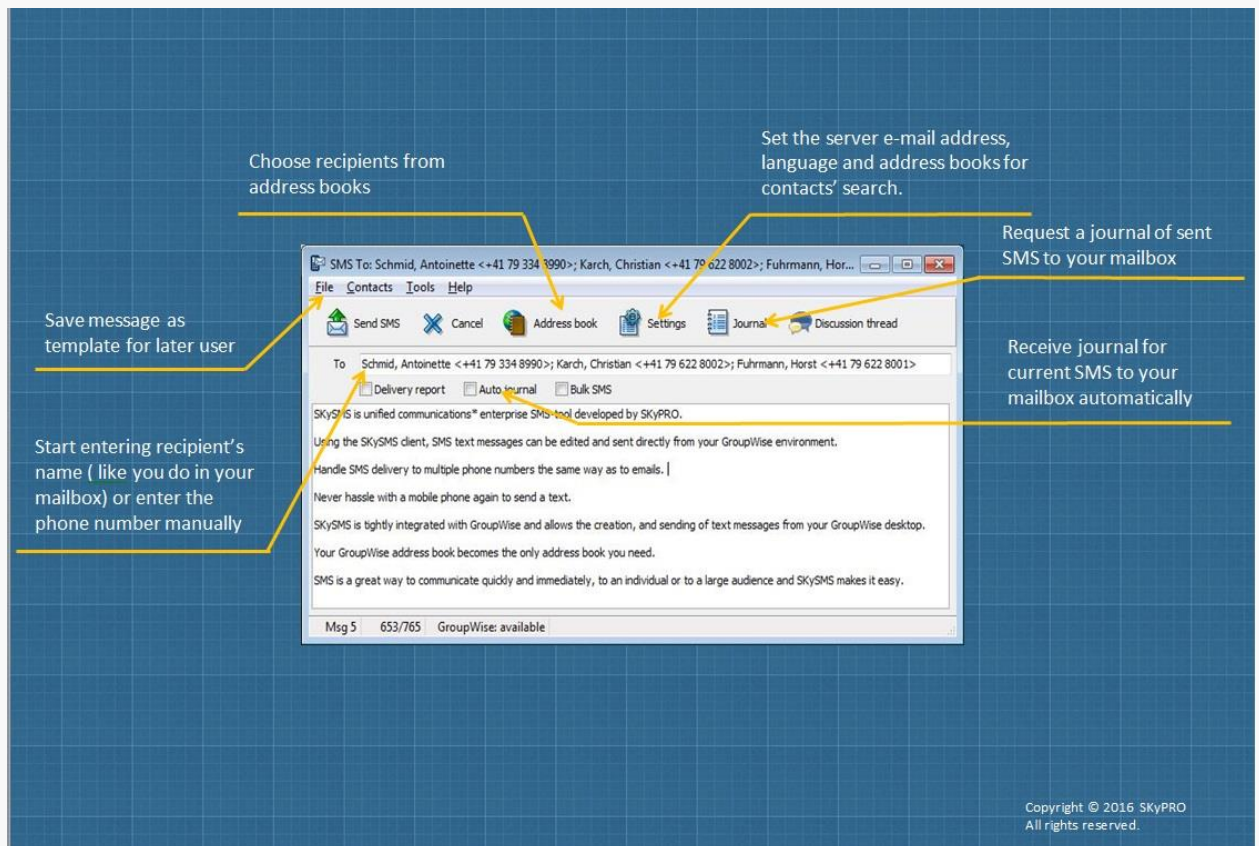
Example to install the SKySMS Client via the administration systems (e.g. Novell ZenWorks):

`SMS_CL_1.0.3.8_ins.exe /VERYSILENT /SUPPRESSMSGBOXES /SP /NORESTART /PROXYENABLE=TRUE /PROXYDOMAIN=192.168.1.1 /PROXYPORT=8080`

5 Client Overview

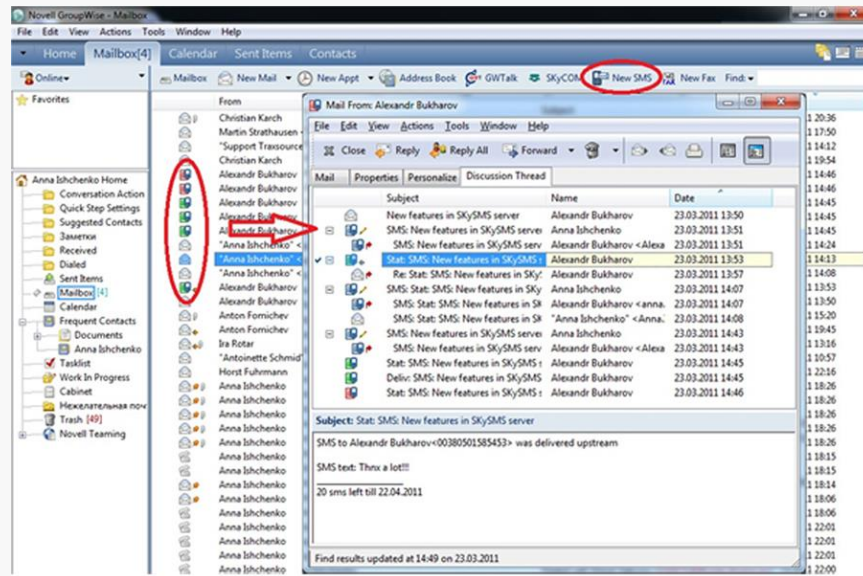
The main Client window has input fields for text of the SMS, the recipient's number and other functions.

More detailed description of the functions please read below.

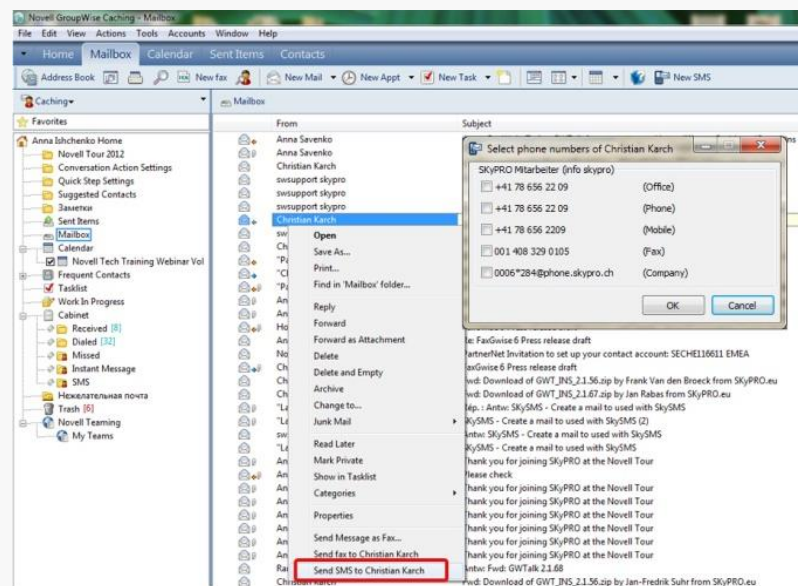


6 Integration with GroupWise

The SKySMS Client has a full integration with GroupWise. It allows the creation, addressing and sending of SMS messages from your GroupWise desktop as well as answering emails with SMS text messages. You can access the SKySMS Client directly from the GroupWise panel. When SMS is sent you will receive a report about its status to your mailbox. To get the details of SMS you can open the Discussion Thread in your report.

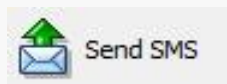
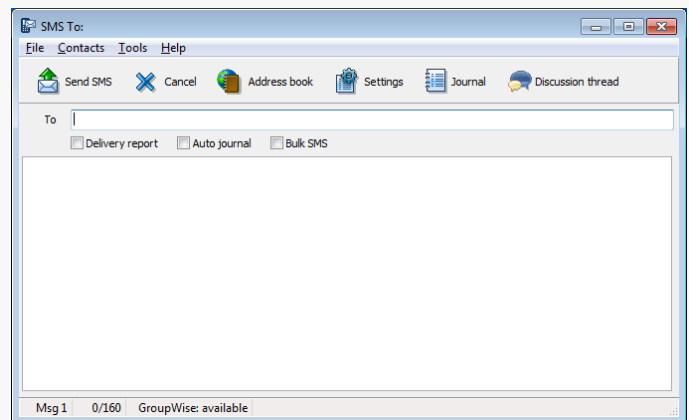


You can send SMS text messages directly from your GroupWise mailbox, if your SKySMS Client settings are set up accordingly (see p.17). Right click the contact to send SMS and choose the necessary number.

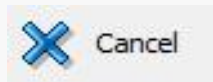


7 Menu Toolbar

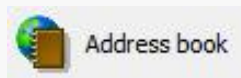
Menu toolbar includes the main functional buttons. To receive delivery reports as well as journal directly to your GroupWise/Gmail/Exchange tick the checkbox **Delivery report** under the **To** field. The description of the buttons is given below.



– sends SMS to the recipients right away



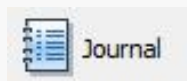
– cancels everything and closes the SKySMS Client



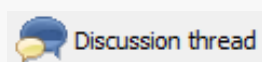
– opens the phones selector window



– opens the settings window



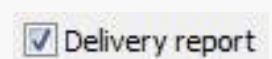
– you can monitor the history of all your messages and request the journal to your mailbox



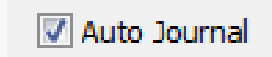
– you can request the discussion thread for the particular phone number. You will receive (to your mailbox) all messages that you sent to or received from this phone number.

To get the reports about the status of your SMS text messages, please select the following options:

Delivery report: monitor the status of your message(s) and receive a report (for each SMS text message separately) to your GroupWise/Gmail/Exchange mailbox.



Auto journal: Get reports about the status of your Bulk SMS text messages to your mailbox. The Auto journal is used to escape the



mailbox being over spammed by the status messages. E.g. If you send an SMS to 5 recipients, you will be notified about the status of each outgoing SMS separately. If you activate Auto Journal for these messages, you will get all delivery reports in one journal message.

Bulk SMS: Bulk SMS allows you to send an SMS to multiple recipients. You can choose contacts from your address books or the groups that you created in the SKySMS Client, from CSV files and /or manually enter recipients' phone numbers. Using Bulk SMS you receive an auto journal with all delivery reports of your SMS message.



Mail From: SMS Server (swsupport skypro)

File Edit View Actions Tools Window Help

Close Reply Reply All Forward

Mail Properties Discussion Thread

SMS Server (swsupport skypro) 28.11.2016 12:06

Re: Journal request

to: Olena Shevchenko

Hello! There is your SKySMS Journal.
You can check the Status of your sms in here.

GUID: {E0AB4247-8E2C-4C77-89DC-188419A17250}

Text: SKySMS allows users to edit, send and receive text messages directly from their Gmail, GroupWise or another mailbox. Furthermore, SKySMS stores your complete history of all text messages.

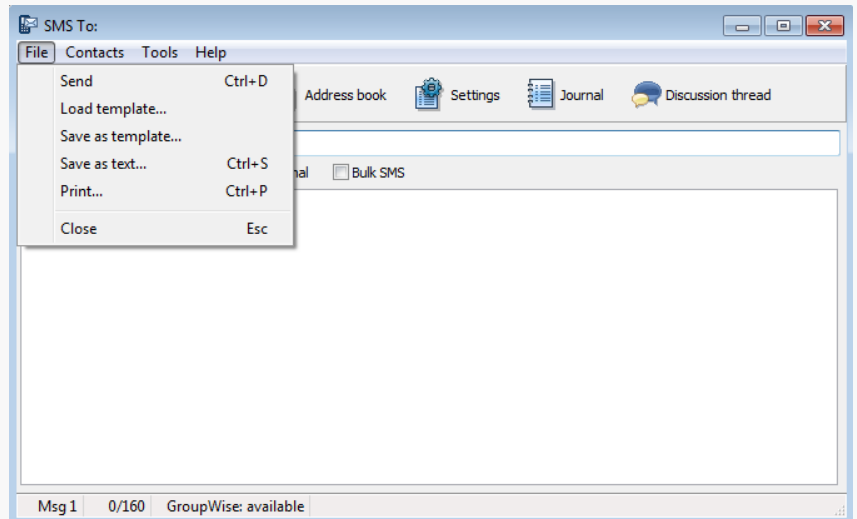
Recipients: 7 Delivered: 7 Failed: 0

Date	Recipient's phone number	Recipient's name	Status
28.11.2016 12:06:16	+380672226534	Olga Anosova	Delivered upstream
28.11.2016 12:06:16	+380990860113	Yuri Ostrovsky	Delivered upstream
28.11.2016 12:06:15	+380966419649	Elena Shevchenko	Delivered upstream
28.11.2016 12:06:15	+380967403090	Anzhela Pluzhnik	Delivered upstream
28.11.2016 12:06:14	+380684460405	Alexandr Zaharov	Delivered upstream
28.11.2016 12:06:14	+380634046001	Vitaliy Ovcharenko	Delivered upstream
28.11.2016 12:06:13	+380689608998	Konstantin Andriyuk	Delivered upstream

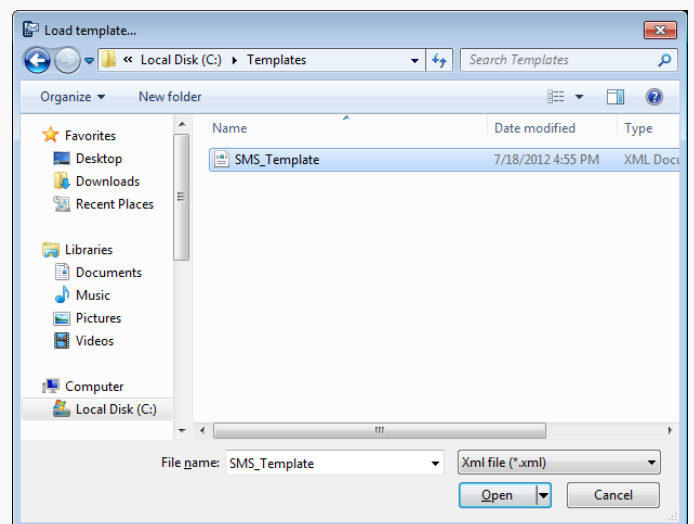
quick response: (no selection)

8 Main menu Items

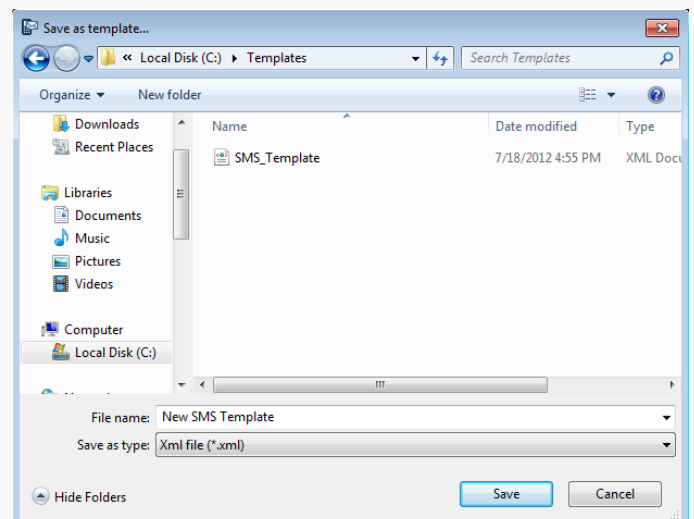
File menu item allows you to save your SMS messages as text, load text templates from your PC, save your message as a template as well as print your message or close the window.



To **load templates** from your PC choose them in the folder they are located in and click **Open**:



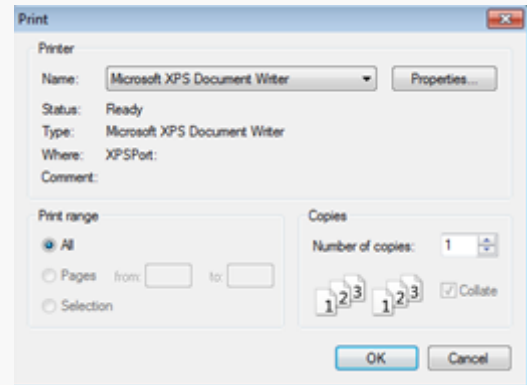
To **save a message as a template** or as a **text** choose a destination folder and a format, and click **Save**.



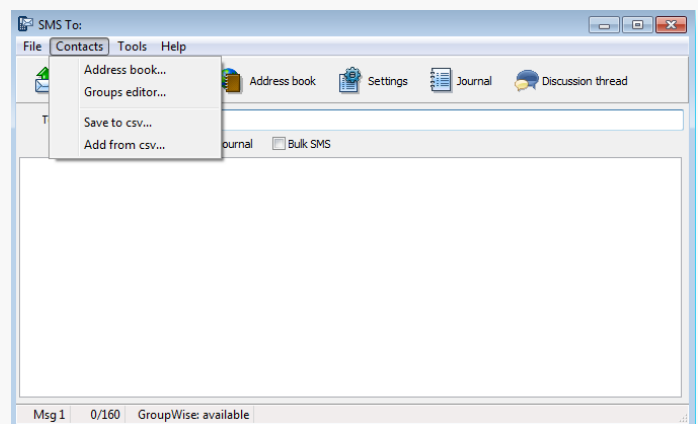
To print your SMS please click [Print](#) and choose the necessary printer, a number of pages/copies.

Set the properties for the printer directly from your SKySMS Client.

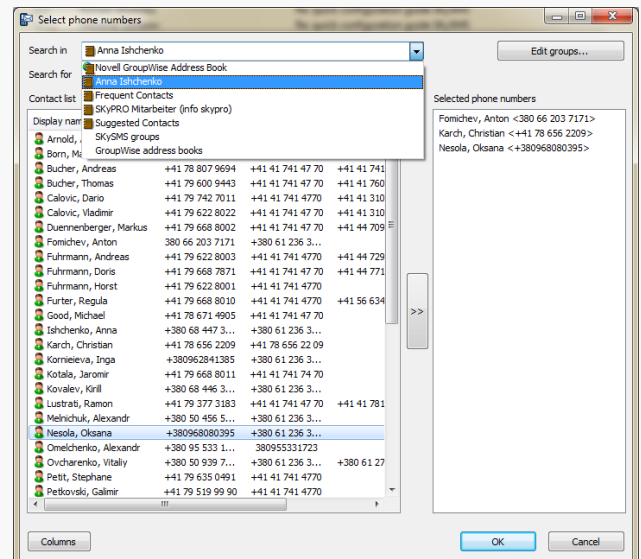
Click [OK](#).



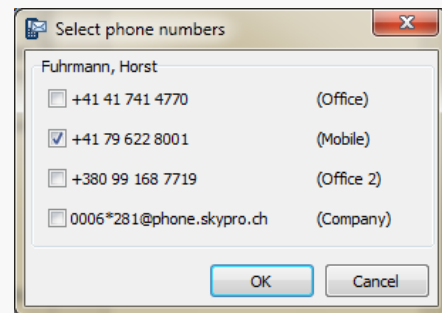
In [Contacts](#) menu you can open your address books (phone numbers), edit your groups, import/export CSV files with contacts.



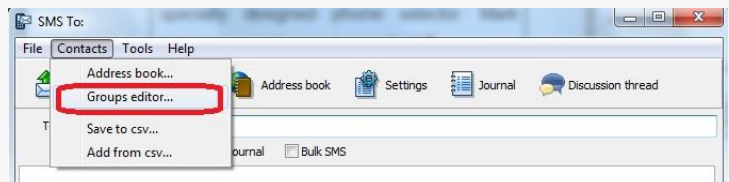
[Address books](#) menu item and [Address books](#) button open the phone numbers selector window. Choose the necessary phone number from your existing address books for sending SMS by double clicking or with the arrow button. You can search your phone numbers by name, department or e-mail address. Choose as many contacts as you need to send a bulk SMS message to.



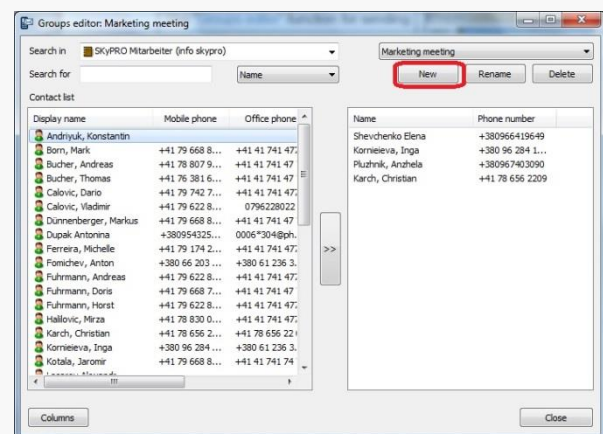
If a contact has more than one phone number you should select one, while using the specially designed phone selector. Mark the number you need and click **OK**.



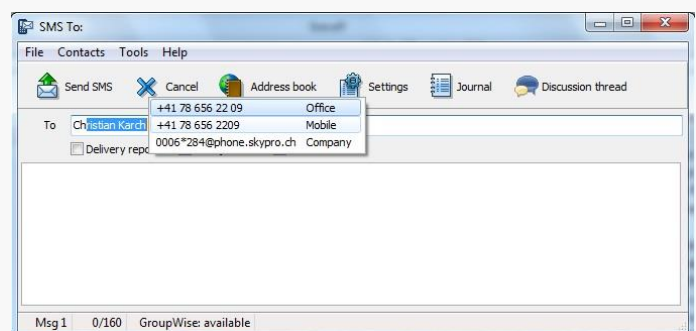
Use **Groups editor** function for sending bulk SMS. Create local groups that you can use later for sending SMS to multiple recipients in advance. This way you will be able to send SMS to the whole group.



Click the **New** button to create a group. All groups you create will be saved to the list of your address books by default.



You can also type in contacts manually. If the contact already exists in your address book, it will be found automatically by its first letters. To activate the automatic name completion, go to **Settings -> Address book for contact search** and choose the address books you want to be used.



Import/Export of CSV files

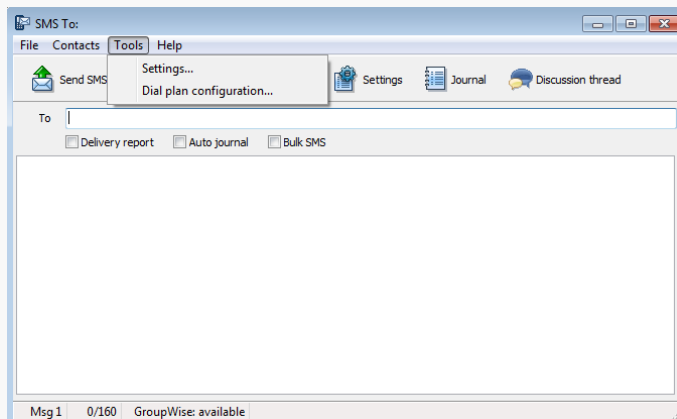
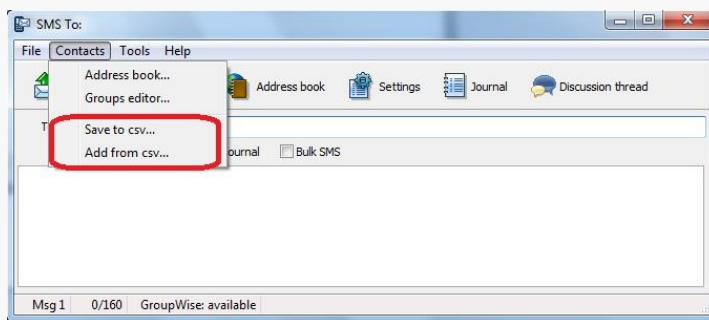
CSV stands for Comma Separated / Comma Delimited Values.

A **CSV** file is a specially formatted plain text file which stores spreadsheet or basic database-style information in a very simple format, with one record on each line, and each field within that record separated by a comma.

You can either save contacts you use for sending SMS to a **CSV** file or import a list of recipients from your **CSV** file.

In **Tools** menu you can set up the necessary settings and dial rules for your SKySMS client (read more about dial rules on p. 17).

Fill in the settings first for proper work of SKySMS Client.



Settings menu item:

Server e-mail address: we recommend you to create a separate account (e-mail address) for SKySMS system to be used as a transport layer between the server and the clients. Please, enter the login and password you created for this account in e-mail tab.

Language (English, German, French);

Connection type (email platform that will be used for integration with SKySMS Client): please select the provider:

- **GroupWise**

If you choose GroupWise as a provider you do not need to enter any additional settings. The SKySMS Client will be working with the GroupWise account that is currently logged into the GroupWise Client.

- **Gmail**

Click the button [Sign in to Google Services](#).

- **SMTP**

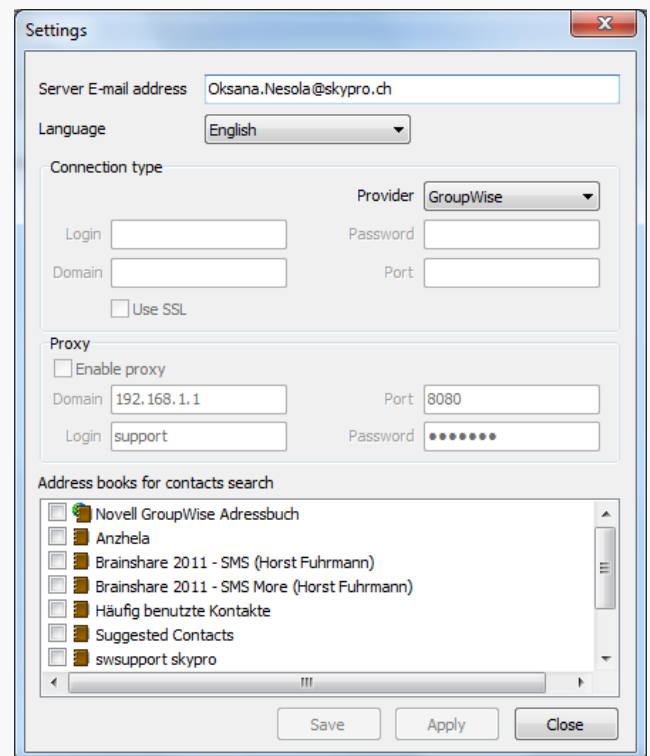
Fill in: login, password, domain and port number.

- **Exchange**

Fill in: login, password and URL.

Also you can setup proxy if necessary.

Address book for contacts search. Mark the necessary address books which will be used for the automatic name completion. Click [Save](#).



Dial Plan* Configuration: is an optimal system that should be used to create dial rules if some of the numbers in your address books do not contain country/area/mobile provider's codes and do not comply with the international standard that we use in our solution. In this case we use the

dial plan configuration based on the principle of regular expressions within the patterns (pattern match method). Due to this method the patterns that correspond to several numbers could be created in the dial plan configuration.

There is the following syntax for regular expressions:

x – for any digital character from 0 to 9

z – for any digital character from 1 to 9

n – for any digital character from 2 to 9

. (dot) – for any character or set of digital characters

Here are a couple of examples of possible patterns to use:

- **“0z.”** – this pattern corresponds to any number, with 0 in the first position “0”, any character from 1 to 9 in the second position “z”, and the character from 0 to 9 or the set of characters “.” (e.g.: 078 1234567, 01234 1234567, 0123 1234567). This pattern is convenient to use if the numbers in the address books are written without country code and both mobile provider’s code and the number itself consist of different amount of symbols.
- **“0zxxxxxxxx”** – this pattern corresponds to the phone number that has “0” in the first position, the second position matches any character from 1 to 9 (“z”) and the last position consists of 8 numbers from 0 to 9 (e.g. 050 1234567, 096 2841385, 079 1234567). This pattern will apply only to the numbers with the definite amount of characters.
- **“zx0z.”** or **“zx0zxxxxxxxx”** or **“zx0zxxxxxxxxxxx”** – these patterns are used for the numbers, which have 0 between the two-digit country code and the mobile provider’s code, with any amount of characters after 0 (**zx0z.**) or with the defined amount of characters **zx0zxxxxxxxx** (e.g. 49012341234567, 410121234567).

If the phone numbers in your address book have no country/area code or do not comply with the required standards of dialing you can create a chain of dial rules, using the above described or other patterns.

There are the following types of the rules:

- 1) **“Delete”** is used for deleting of definite amount of characters, starting from the chosen position.

- 2) “Prefix” is used for adding the definite numerical value or symbol into the first position (always before the number). E.g. to add the country code with “+” symbol before the number.
- 3) “Insert” is used for the adding of any character/set of characters into the chosen position.
- 4) “Replace” is used to replace the chosen set of symbols with another set (e.g. to replace the country code of one country to another): e.g. +41781234567, where you replace +41 with +33 to get +33781234567 for another country. **Please note:** the given combination will be replaced for the whole number but not just for the first adjustment.

Dial rule examples

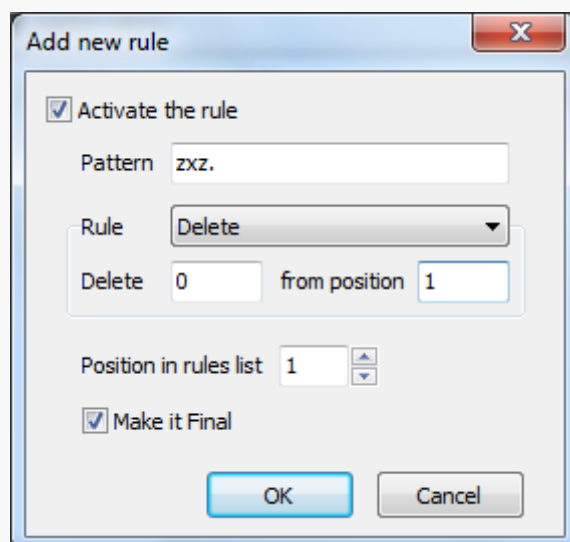
As your address books may contain numbers in various formats (e.g. 0781234567, 0041781234567, 41(0)781234567, +41(0)781234567 or (+) 41781234567 (in international format), we would like to give you some detailed examples of the dial rules configuration.

Please note, in these examples we use numbers with two-digit country codes (Germany – 49, Switzerland – 41, Austria – 43). The numbers with the three-digit (Zimbabwe – 263, Bulgaria – 359, Finland - 358) or single-digit (Russia – 7, USA - 1) country codes, or country codes that contain 0 (Czech Republic – 420, Ukraine – 380, Lithuania - 370) do not match the rules used in our examples.

Here is a chain of rules for the transformation of the numbers described above, using SKySMS Client=> Tools => Dial plan configuration => Add new rule:

The 1st rule will process the number that was already entered in the international format (e.g. 41781234567). To apply the rule please set the pattern “zxz.” and choose the rule “Delete”.

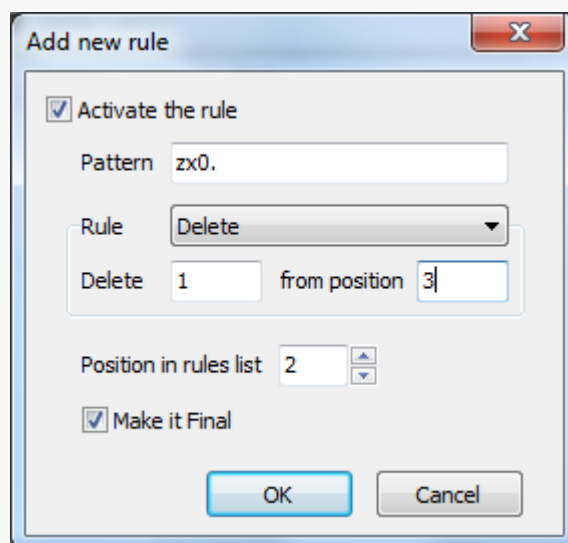
Please delete zero (0) symbol from the first (1) position in the telephone number. Put the rule to the 1st position in the rule list and make it final.



This rule is formal, it does not transform the number itself. This rule has to be set as “final” for the phone number, which is already written in international format. In this way we exclude the use of other patterns that also correspond to this number and can imply phone number transformation.

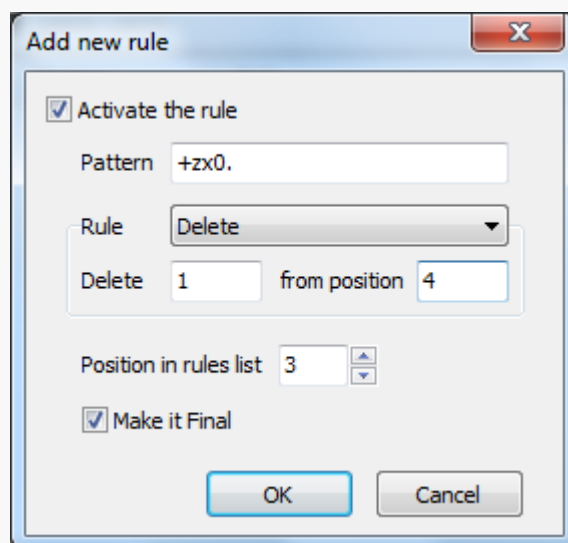
Note, that 0 cannot be presented in the third position. The number written in the international standard with the country code containing 0 (370 123 1234567) will not match this pattern.

The 2nd rule transforms the phone numbers, which contain “0” after the country code before the mobile provider’s code (e.g. 41 0 791234567). We will use the pattern “zx0.” for this number. We choose the rule “Delete”. In this way we delete 0 from the 3rd position (1 symbol from the third position). Put the rule to the 2nd position in the rule list and make it final.



Please note, this pattern matches the phone numbers that contain 0 in the third-digit country code on the third position (420 123 1234567). But in this case 0 should not be deleted.

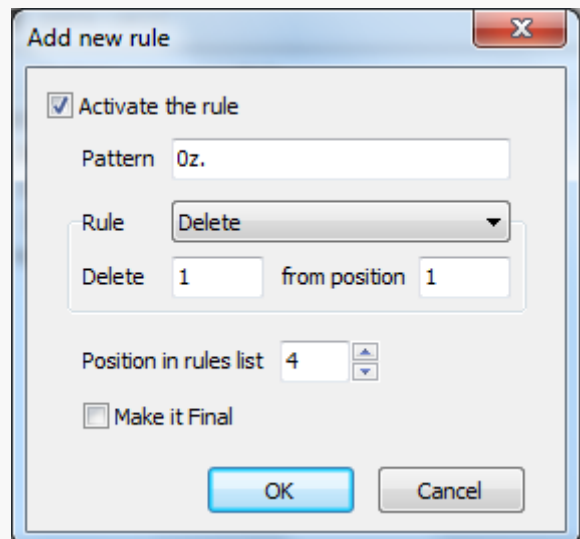
The 3rd rule is for the numbers which contain “+” before the country code and “0” before the mobile provider’s code (+ 49(0)781234567). Here we will use the pattern “+zx0.” Choose “Delete” rule to delete 1 symbol (0) from the 4th position. Set the rule to the 3rd position in the list and make it final.



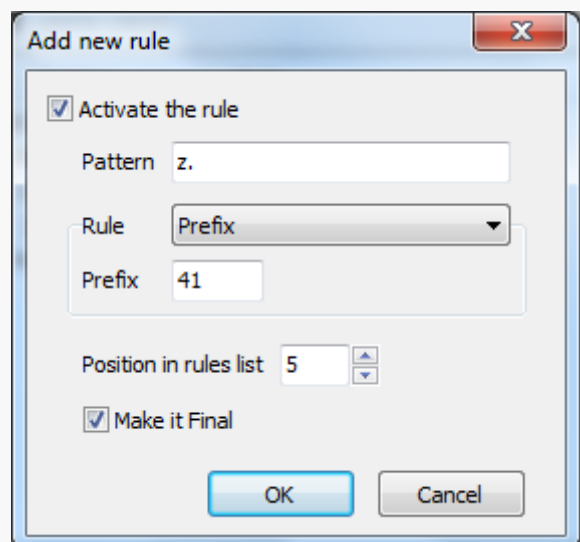
Please note that this rule may also apply to the numbers that have “0” within the country code itself (+420 123 1234567). In this case “0” should not be deleted.

Now we will transform the phone number that starts with “0” before the mobile provider’s code (e.g. 0791234567). For this transformation we should create the chain of two rules.

Set the pattern “0z.” and choose the rule “Delete”. We delete one of the symbols from the 1st position. In this way we delete 0 before the mobile provider’s code. Put the rule to the 4th position in the general rules list.

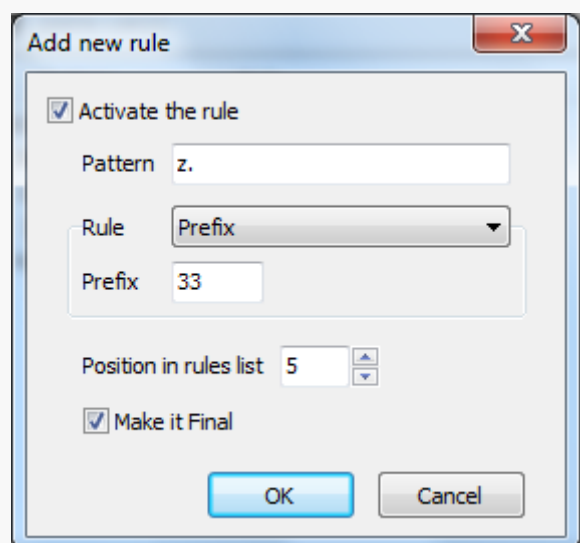


After the transformation the number was changed and started to correspond to the pattern “z.” so we should apply it in the field Pattern. Choose the rule “Prefix”, put “41” and put this rule to the 5th position in the general rules list. Make it final.

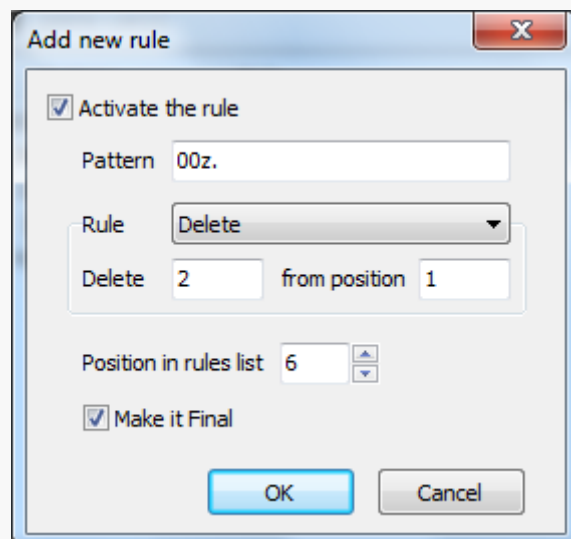


With this rule we add a country code for the number. It is possible to create other similar rules for different countries.

But the rules of this type cannot be activated at the same time.



Now we will create a rule for the numbers with “00” at the beginning. We need to use “00z.” pattern and choose the rule “Delete”. In this case we delete two symbols (00) from the 1st position. For this rule we set the 6th position in the general rules list and make it final.



Pay attention:

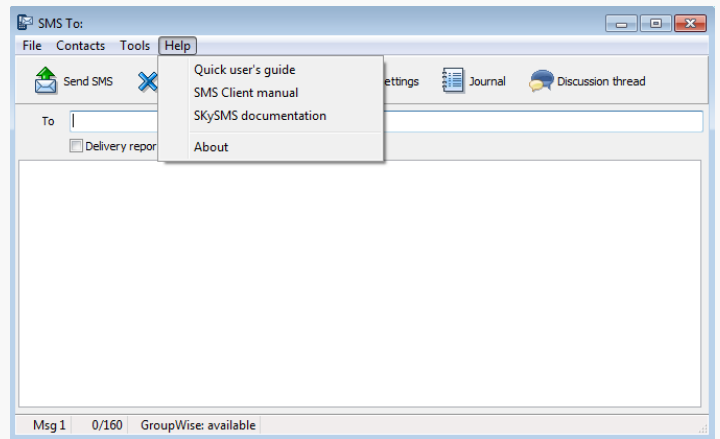
- It is also possible to set a definite amount of digits in the pattern, e.g. **zx0xxxxxxxxx**. If the number contains more digits and it is set in the pattern, the number will not be transformed by this pattern and the system will search for the correspondence with the other patterns.
- For the transformation of one phone number you may require a chain of rules but not only one rule.
- The number can correspond to several patterns. That is why the transformation can be incorrect. Therefore you should use the rules order in the general rule list.
- The rule marked as “**final**” will stop the number transformation and system will not search for the conformity with the other patterns in the rule list.
- Please set “**make the rule final**” option only where it is necessary. This option will let you finish the number transformation.

The following rules are not universal, but allow unifying of the dialing process or choosing a number from the address books.

In the [Help](#) menu you will find some useful documents about SKySMS:

- [SKySMS Client main window overview](#) ,
- [SMS Client manual](#),
- A link to the complete list of the available SKySMS documents.

To see what version of the SKySMS Client you are currently using, click [About](#).



9 Email2SMS Gateway

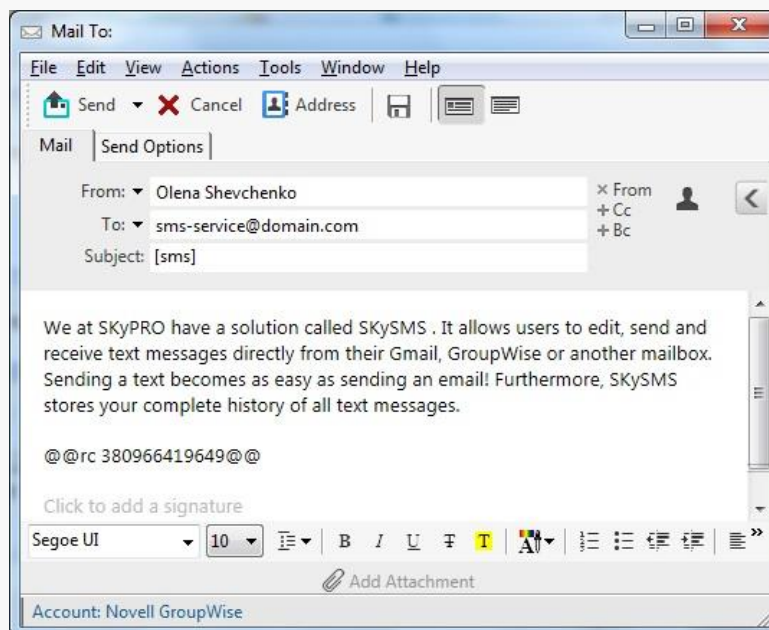
Email2SMS Gateway allows you to send SMS messages in the form of emails (without the SKySMS Client). These emails should be created due to the following rules:

1. Click [New Email](#) in your email client and enter the email address of your SKySMS Server in the field [To](#) (the same email address as configured on the SKySMS Server in the tab [E-mail](#)).
2. In the field [Subject](#) enter [\[sms\]](#)
3. In the email Body write a text of your SMS.
4. Enter any of the special command tags you need in the email Body. Use the following format:

[@@Tag \[Value1; Value2\[;...ValueN\]\] @@](#)

4.1 To enter a recipient's phone number use the tag [@@recipients@@](#) or [@@rc@@](#). Several numbers have to be separated by comma or semicolon. E.g:

[@@rc 380662037171; 380765432109 @@](#)



4.2 To receive a delivery report use the tag [@@Delivery@@](#) or [@@dn@@](#) without values.

4.3 If you do not want to use the whole Body text as SMS text, you can use the tag [@@Text@@](#) or [@@tx@@](#). E.g.:

[@@tx The text for the SMS @@](#)

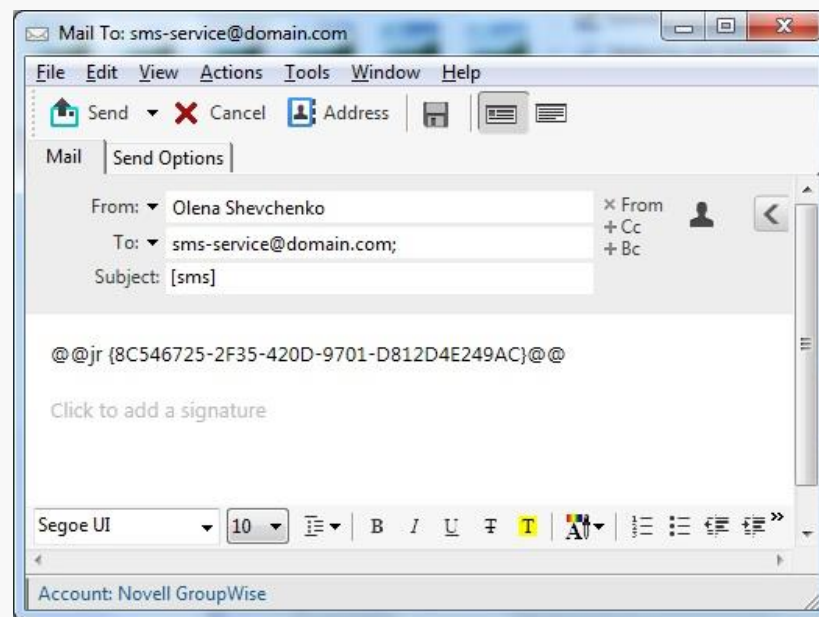
4.4 If you want to use the email Subject as SMS text (in this case the string [sms] will be excluded from SMS text), you can use the tag [@@SubjectAsText@@](#) or [@@sbj@@](#) without values.

5. After sending an email you will get the delivery information to your mailbox with the GUID number assigned by the SKySMS Server to this email. This GUID number you can use in order to get the delivery status of the sent SMS:

- 1) send another email to the SKySMS Server email address with the subject [\[sms\]](#)
- 2) in the body of the email enter:

[@@Journal guid_number@@](#) or [@@jr guid_number@@](#)

E.g.: [@@jr {0DAE3038-79EE-4BBD-A1A4-A3607B2A7258}@@](#)



Afterwards you will receive a new email with the current status of your SMS.

Pay attention:

Only users which email addresses are added to the user list on the SKySMS Server are allowed to send SMS message. It concerns the SMS sending using the SKySMS Client and via Email2SMS Gateway.

6. You can request the [Discussion Thread](#) for the particular phone number:

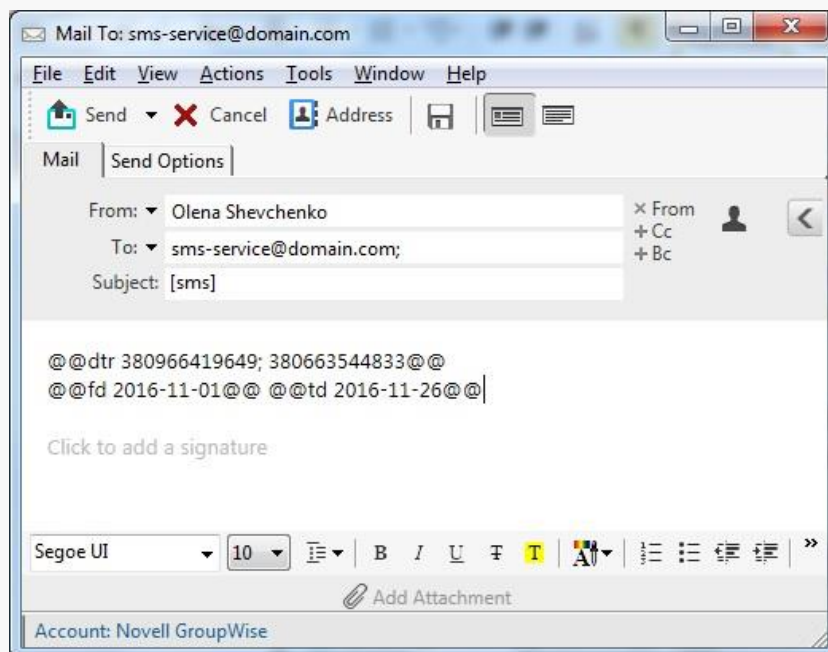
- 1) Send another email to the SKySMS Server email address with the subject [\[sms\]](#)
- 2) In the email body use the following tags:

- [@@DiscussionThreadRequest phone numbers@@](#) or [@@dtr phone numbers@@](#) -

to enter a phone number for the discussion thread. Several phone numbers have to be separated by comma or semicolon. E.g.: [@@dtr 380662037171; 380765432109@@](#)

- @@FromDate@@ or @@fd@@ - to enter a start date of the discussion thread period. The date format is y-m-d. If it is not set up then the start date will be the beginning of the SKySMS Server's work. E.g: @@fd 2014-06-15@@

- @@ToDate@@ or @@td@@ - to enter an end date of the discussion thread period. The date format is y-m-d. If it is not set up then the end date will be now. E.g.: @@td 2016-11-15@@



As a result you will receive a new email with the requested discussion thread.



Should you have any questions or need further assistance, do not hesitate to contact SKyPRO support at any time. Besides writing an email to swsupport@skypro.ch you can contact us 24/7 in the live chat following the next link: <http://skypro.eu/support.aspx>

Thank you for your choice.
SKyPRO Team