

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

Receive SMS delivery status messages SMS delivery report on demand

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.

Setup - SKySMS Client	_ 0 💌
License Agreement Please read the following important information before continuing.	
Please read the following License Agreement. You must accept the terms of the agreement before continuing with the installation.	his
END USER LICENSE AGREEMENT SKySMS SKyPRO AG	^
PLEASE READ THIS END USER LICENSE AGREEMENT ("EULA") CAREFULLY BEFORE DOWNLOADING OR USING THIS SOFTWARE. BY DOWNLOADING TH PRODUCT OR OPENING THE FILES, YOU ARE CONSENTING TO BE BOUND BY THIS AGREEMENT. JF YOU DO NOT AGREE TO ALL OF THE TERMS OF THIS AGREEMENT, DO NOT OPEN OR USE THE FILES.	IE (
IMPORTANT - READ CAREFULLY: This EULA is a legal agreement between yo	u T
 I accept the agreement I do not accept the agreement 	
Next >	Cancel

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.a_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.

Choos	e recipients from	Set the server e-mail add language and address bo contacte ^r search	ress, oks for
	E ² SMS To: Schmid, Antoinette <+41 79 334 1990>; Karch, G	Christian <+41.79 622 8002>; Fuhrmann, Hor	Request a journal of sen SMS to your mailbox
Save message as template for later user Start entering recipient's name (like you do in your mailbox) or enter the phone number manually	Send SMS (Cancel) Address book To Schmid, Antoinette <+41 79 3348990>; Karch, Christi Delivery report Auto nurnal Bulk SMS SkySMS is unified communications" enterprise SMS-trol develope Using the SKySMS client, SMS text messages can be edited and si Handle SMS delivery to multiple phone numbers the same way as Never hassle with a mobile phone again to send a text. SKySMS is tightly integrated with GroupWise and alows the creat Your GroupWise address book becomes the only address book yo SMS is a great way to communicate quickly and immediately, to ar Msg 5 653/765 GroupWise: available	Settings Journal Discussion thread an <+41 79 622 8002>; Fuhrmann, Horst <+41 79 622 8001> dby SKyPRO. ent directly from your GroupWise environment. to emails. [son, and sending of text messages from your GroupWise desktop. nu need. n individual or to a large audience and SKySMS makes it easy.	Receive journal for current SMS to your mailbox automatically
			Copyright © 2016 SKyPRO All rights reserved.

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.

Home Mailbox[4] Online	Calendar Sent Items	Contacts	<u> </u>
Favorites	From Orristian Karch Martin Strathause Support Trassou Christian Karch Alexandr Bukhare	Mail From Alexandr Bukharov Ele Edit View Actions Tools Window Help Zt Close Reply 20 Reply All Forward * * * • • • • • • • • • • • • • • • •	X 1 20.36 1 17.50 1 14.12 1 19.54 1 14.46 1 14.46
Conversation Action Conversation Action Quick Sey Setting: Suggested Contacts Jauren Received Receive	Accord Bables Accord Bables Accord Bables Accord Bables Accord Bables Accord Babl	Subject Name Date New fractures in SX(5M5 serve Alexandr Bukharov 23.02.2011 13:50 SM: New features in SX(5M5 serve Anna Ishchenko 23.02.2011 13:51 SM: New features in SX(5M5 serve Anna Ishchenko 23.02.2011 13:51 SM: Shew features in SX(5M5 serve Anna Ishchenko 23.02.2011 13:51 SM: Shew features in SX(5M5 serve Alexandr Bukharov 23.02.2011 13:51 SM: Shew features in SX(5M5 serve Alexandr Bukharov 23.02.2011 13:51 SM: Shew features in SX(5M5 serve Alexandr Bukharov 23.02.2011 14:07 SM: Shew features in SX(5M5 serve Anna Ishchenko 23.03.2011 14:07 SM: Shew features in SX(5M5 serve Aneandr Bukharov 23.03.2011 14:07 SM: Shew features in SX(5M5 serve Alexandr Bukharov 23.03.2011 14:07 SM: New features in SX(5M5 serve Alexandr Bukharov 23.03.2011 14:07 SM: New features in SX(5M5 serve Alexandr Bukharov 23.03.2011 14:07 SM: New features in SX(5M5 serve Alexandr Bukharov 23.03.2011 14:07 SM: New features in SX(5M5 serve Alexandr Bukharov 23.03.2011 14:45 SM: Ne	11445 11445 11445 11421 11421 11424 11421 11424 11520 11520 11520 11545 11516 11057 12216 11826 11826
irash (₩) 	Ana Shchenko	Subject: Stats SMS: New Heatures in SNySMS server SMS to Alexandr Bukharov<00380501585453> was delivered upstream SMS toet: Thrix a lott!! 20 sms left till 22.04.2011	118.26 118.26 118.15 118.15 118.15 118.14 118.06 118.06 122.01 122.01

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.

SMS To:	• ×
<u>File Contacts Tools Help</u>	
🚖 Send SMS 💥 Cancel 🍓 Address book 📸 Settings 🏭 Journal 戻 Discussion thread	
То	
Delivery report Auto journal Bulk SMS	
Msg 1 0/160 GroupWise: available	ai



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

🔽 Auto Journal

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 s	kypro)			x
<u>File Edit View Actions Tools</u>	<u>W</u> indow <u>H</u> elp			
Close Reply Reply A Mail Properties Discussion Threa	II 🏕 Forward ▼ 💽 ▼ 🛅 ▼ 🕨			
SMS Server (swsupport sl Re: Journal request 🖍 to: Olena Shevchenko	cypro)		28.11.2016 12:	06 <
Hello! There is your SKySMS Jo You can check the Status of yo GUID: {E0AB4247-8E2C-4C77-89D Text: SKySMS allows users to edit, stores your complete history of all te Recipients: 7 Delivered: 7	purnal. pur sms in here. C-188419A17250} send and receive text messages directly from xt messages. Failed: 0	m their Gmail, GroupWise or anot	her mailbox. Furthermore, SKySM	s
Date	Recipient's phone number	Recipient's name	Status	E
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 selec	+ tion) \$

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:

🕼 Load template	
🚱 🗢 📲 « Local Disk (C:) 🕨 Templates 🔹 🛃	Search Templates
Organize 🔻 New folder	:= - 🔟 🔞
☆ Favorites ▲ Name	Date modified Type
SMS_Template	7/18/2012 4:55 PM XML Doci
Downloads E Percent Places	
📜 Libraries	
Documents	
J Music	
Pictures	
Videos	
n Computer	
💒 Local Disk (C:)	
▼ ∢ [III	4
File <u>n</u> ame: SMS_Template	Xml file (*.xml) 🔻
	Open 🔻 Cancel

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

Save as template				×
😋 🔾 🗢 🔰 « Local	Disk (C:) 🕨 Templates	▼ 4 Sec	arch Templates	Q
Organize 🔻 New f	older			(?)
〕 Downloads	 Name 		Date modified	Туре
📰 Recent Places	SMS_Template		7/18/2012 4:55 PM	XML Doc
🥽 Libraries	=			
Documents				
🎝 Music				
Pictures				
🛃 Videos				
🖳 Computer				
🚢 Local Disk (C:)				
• • •		11		Þ
File name: No	ew SMS Template			-
Save as type: Xn	hl file (*.xml)			•
Hide Folders			Save Car	icel

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.

Name: Microsoft XPS Document Writer	Properties
Status: Ready Type: Microsoft XPS Document Writer Where: XPSPot: Comment:	
Print range	Copies
Pages from to: Selection	12 ³ 12 ³ 7 Colar

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 email address. Choose as many contacts as you need to send a bulk SMS message to.

Select phone numbers			-	-	
Search in 🛛 🗃 Anna Ishchen	ko			-	Edit groups
Movel GroupW	ise Address Book				<u></u>
Search for Anna Ishchen	(0				
Contact list	acts				elected phone numbers
SKyPRO Mitart	eiter (info skypro)				
Display nam Suggested Cor	ntacts				Pomicnev, Anton < 380 66 203 7171>
Arnold, SKySMS group	s				Karch, Christian <+41 /8 656 2209>
Born, Ma GroupWise add	dress books				Nesola, Oksana <+380968080395>
Bucher, Andreas	+41 78 807 9694	+41 41 741 47 70	+41 41 741	_	
Bucher, Thomas	+41 79 600 9443	+41 41 741 47 70	+41 41 760		
🕄 Calovic, Dario	+41 79 742 7011	+41 41 741 4770	+41 41 310		
🕄 Calovic, Vladimir	+41 79 622 8022	+41 41 741 47 70	+41 41 310		
Duennenberger, Markus	+41 79 668 8002	+41 41 741 47 70	+41 44 709 🗄		
🕄 Fomichev, Anton	380 66 203 7171	+380 61 236 3			
Fuhrmann, Andreas	+41 79 622 8003	+41 41 741 4770	+41 44 729		
🗟 Fuhrmann, Doris	+41 79 668 7871	+41 41 741 47 70	+41 44 771	_	
💈 Fuhrmann, Horst	+41 79 622 8001	+41 41 741 4770			
🔱 Furter, Regula	+41 79 668 8010	+41 41 741 4770	+41 56 634		
🗟 Good, Michael	+41 78 671 4905	+41 41 741 47 70		>>	
🚦 Ishchenko, Anna	+380 68 447 3	+380 61 236 3			
🖁 Karch, Christian	+41 78 656 2209	+41 78 656 22 09			
🔓 Kornieieva, Inga	+380962841385	+380 61 236 3			
🔱 Kotala, Jaromir	+41 79 668 8011	+41 41 741 74 70			
Rovalev, Kiril	+380 68 446 3	+380 61 236 3			
🔒 Lustrati, Ramon	+41 79 377 3183	+41 41 741 47 70	+41 41 781		
8 Melnichuk, Alexandr	+380 50 456 5	+380 61 236 3			
🔒 Nesola, Oksana	+380968080395	+380 61 236 3			
Omelchenko, Alexandr	+380 95 533 1	380955331723			
🕄 Ovcharenko, Vitaliy	+380 50 939 7	+380 61 236 3	+380 61 27		
Petit, Stephane	+41 79 635 0491	+41 41 741 4770			
💈 Petkovski, Galimir	+41 79 519 99 90	+41 41 741 4770	-		
4			Þ		
Columns					OK Cancel
Countra					Cancer

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.

Select phone numbers	×
Fuhrmann, Horst	
-+41 41 741 4770	(Office)
✓ +41 79 622 8001	(Mobile)
	(Office 2)
0006*281@phone.skypro.ch	(Company)
ок	Cancel

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.

e C	ontacts Tools Help	
4	Address book	adden half 👘 catera 🗐 hand 🔵 carrier ford
	Groups editor	Address book
т	Save to csv	
	Add from csv	ournal 🔲 Bulk SMS

Search in SKyPRO Mita	beiter (info skypro)		-	Marketing meeting	
Search for		Name	•	New	Rename Delete
Contact list					
Display name	Mobile phone	Office phone	<u>^</u>	Name	Phone number
Andriyuk, Konstantin				Shevchenko Elena	+380966419649
Born, Mark	+41 79 668 8	+41 41 741 47.		Kornieieva, Inga	+380 96 284 1
Bucher, Andreas	+41 78 807 9	+41 41 741 47		Pluzhnik, Anzhela	+380967403090
Bucher, Thomas	+41 76 381 6	+41 41 741 47	E	Karch, Christian	+41 78 656 2209
Calovic, Dario	+41 79 742 7	+41 41 741 47.			
Calovic, Vladimir	+41 79 622 8	0796228022			
Bünnenberger, Markus	+41 79 668 8	+41 41 741 47			
Bupak Antonina	+380954325	0006*304@ph.			
8 Ferreira, Michelle	+41 79 174 2	+41 41 741 47;	>>		
8 Fomichev, Anton	+380 66 203	+380 61 236 3.			
🔱 Fuhrmann, Andreas	+41 79 622 8	+41 41 741 47.			
8 Fuhrmann, Doris	+41 79 668 7	+41 41 741 47			
8 Fuhrmann, Horst	+41 79 622 8	+41 41 741 47.			
8 Halilovic, Mirza	+41 78 830 0	+41 41 741 47;			
8 Karch, Christian	+41 78 656 2	+41 78 656 22 1			
🚨 Kornieieva, Inga	+380 96 284	+380 61 236 3.			
🚨 Kotala, Jaromir	+41 79 668 8	+41 41 741 74			
The second statements					
5 I.			_		

e C	Contacts Tools	Help				
	Send SMS	Cancel	Address book	Settings	Journal	Discussion thread
_		+41 78 656 22 09	Office		_	-
То	Christian Karch	+41 78 656 2209	Mobile			
	Delivery repo	0006*284@phone	.skypro.ch Company			

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.

Ac Gr	ddress book roups editor	Address book	ings 🗾 Journal 🍐	Discussion thread
Sa Ad	ive to csv dd from csv	ournal 🔲 Bulk SMS		

SMS To:			
File Contacts Tools Help			
Send SMS Settings Dial plan configuration	Settings	Journal	Tiscussion thread
То	_		
Delivery report 🔲 Auto journal 📗 Bulk SM	IS		
Msg 1 0/160 GroupWise: available			

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.

Settings				×
Server E-mail addres	s Oksana.Nes	sola@skypro.ch		
Language	English	•		
Connection type		Provider	GroupWise	•
Login		Password		
Domain		Port		
Use SS				
Enable proxy				
Domain 192.168.	.1	Port	8080	
Login support		Password	•••••	
Address books for co	ntacts search Wise Adressbuc D11 - SMS (Hors D11 - SMS More zte Kontakte ontacts sypro	ch st Fuhrmann) (Horst Fuhrmann) III Save	Apply	E

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:

- "Oz." 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.
- "Ozxxxxxxx" 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 "zx0zxxxxxxx" or "zx0zxxxxxxx" 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 zx0zxxxxxxx (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.

- "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.

Add	new rule	×			
	Activate the rule				
	Pattern	ZXZ.			
	Rule	Delete 🔻			
	Delete	0 from position 1			
	Position i	n rules list 1			
		OK Cancel			

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 2^{nd} rule transforms the phone numbers, which contain "0" after the country code before the mobile provider`s code (e.g. 41 <u>0</u> 791234567). We will use the pattern "**zx0**." for this number. We choose the rule "Delete". In this way we delete 0 from the 3^{rd} position (1 symbol from the third position). Put the rule to the 2^{nd} position in the rule list and make it final.

Add	Add new rule				
V	Activate the rule				
	Pattern	zx0.			
	Rule	Delete			
	Delete	1 from position 3			
	Position i	n rules list 2			
	MINAKE				
		OK Cancel			

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.

Add	new rule	×			
V	Activate the rule				
	Pattern	+zx0.			
	Rule	Delete 🔹			
	Delete	1 from position 4			
	Position i	n rules list 3			
		OK Cancel			

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.

Add	Add new rule				
	Activate the rule				
	Pattern	0z.			
	Rule	Delete			
	Delete	1 from position 1			
	Position i	in rules list 4			
	Make it Final				
		OK Cancel			

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.

Add new rule			
Activate the rule			
Pattern	Ζ.		
Rule	Prefix 🔹		
Prefix	41		
Position i	in rules list 5		
	OK Cancel		

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.

Add new rule	×
Activate t	he rule
Pattern	Z.
Rule	Prefix 🔹
Prefix	33
Position ir	n rules list 5
	OK Cancel

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.

-	Add new rule				
	Activate the rule				
	Pattern 00z.				
	Rule Delete 🔻				
	Delete 2 from position 1				
	Position in rules list 6				
	Make it Final				
	OK Cancel				

Pay attention:

- It is also possible to set a definite amount of digits in the pattern, e.g. **zx0xxxxxxxx**. 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. Therefor 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.

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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@ @

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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:

send another email to the SKySMS Server email address with the subject [sms]
 in the body of the email enter:

@ @Journal guid_number @ @ or @ @jr guid_number @ @ E.g.: @ @jr {0DAE3038-79EE-4BBD-A1A4-A3607B2A7258}@ @

ile <u>E</u> dit	<u>V</u> iew <u>A</u> ctions <u>T</u> ools <u>W</u> indow <u>H</u> elp		
💼 Send Mail 🛛 Ser	✓ Cancel ▲ Address ↓ □ ↓ □ □		
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To:	 sms-service@domain.com; 	+ Bc	1
Subje	ct: [sms]		
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Click to a	ld a signature		

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@ @

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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@skypro.ch you can

Thank you for your choice. SKyPRO Team