Installing and Setting Up MessageSender

To enable the **Automatic Message Forwarding** feature in PhonePad 4, you need to install and run MessageSender on **one** computer on your network. If you have a Local Area Network (LAN), you would normally install MessageSender on a file server, although you can alternatively run it from a stock standard workstation. Keep in mind though that the computer needs to remain logged in.
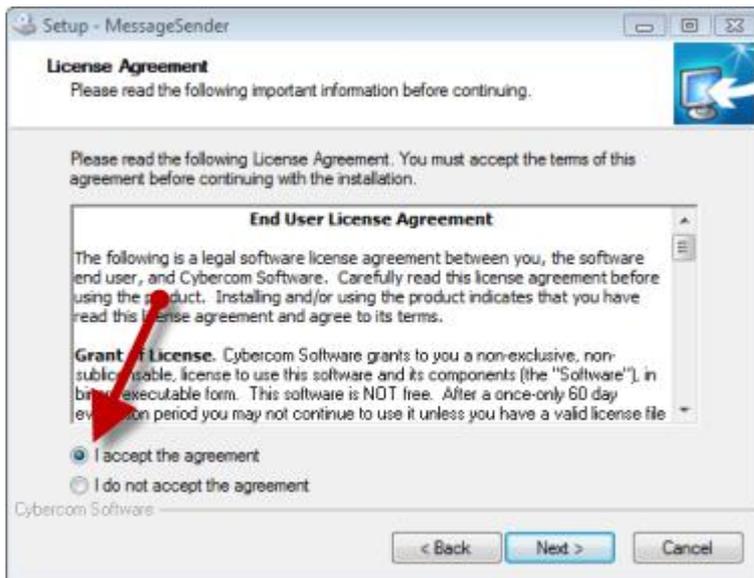
Installing MessageSender

Download MessageSender from the PhonePad Add Ons page: http://www.cybercom-software.com/phonepadaddons
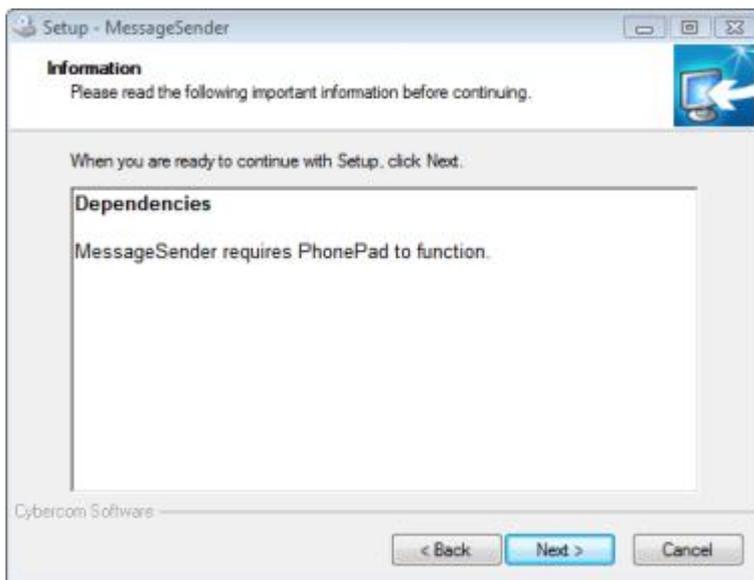
1. Run **MessageSenderSetup.exe**.

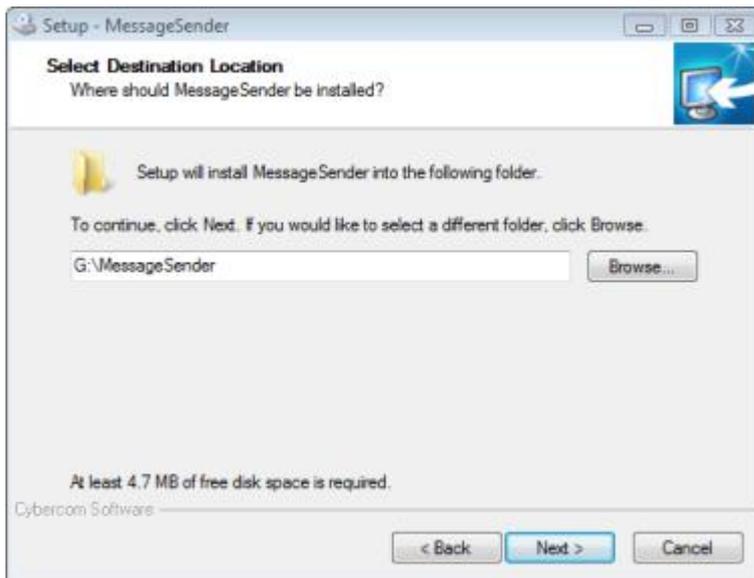2. The MessageSender setup wizard will start. Click **Next** to begin.

3. The **License Agreement** screen will be displayed. Select **I accept the agreement** (unless you don't agree) and click **Next**.

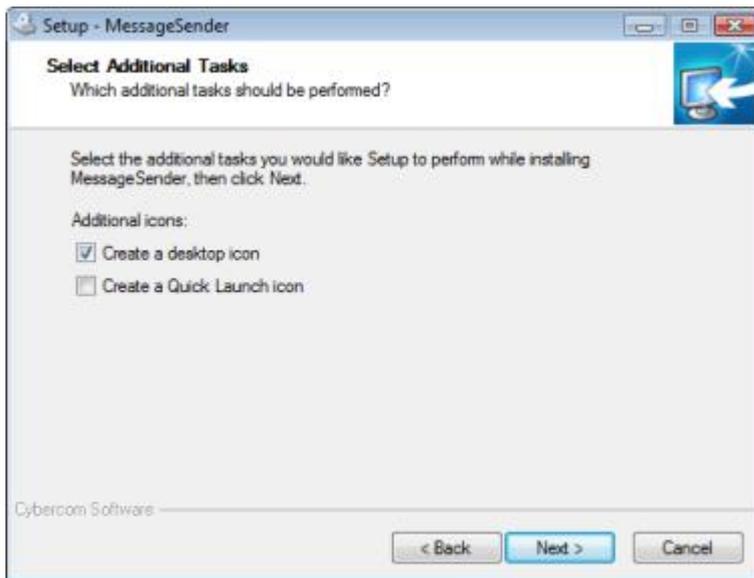4. Read the **Information** screen and then click **Next**.

5. Specify the directory you want to install MessageSender in, and then click **Next**.

6. You will be prompted to enter a **Start Menu Folder**. You can either keep the default one or enter another one. Click **Next** to continue.

7. If you want a desktop icon then select **Create a desktop icon**. If you want a quick launch icon then select **Create a Quick Launch icon**.

8. You should now be ready to install MessageSender. Review the information to ensure it is correct and then click **Install**.
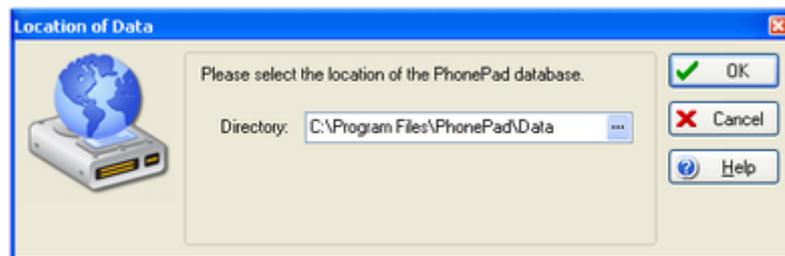

9. Once the installation has completed, click **Finish**.
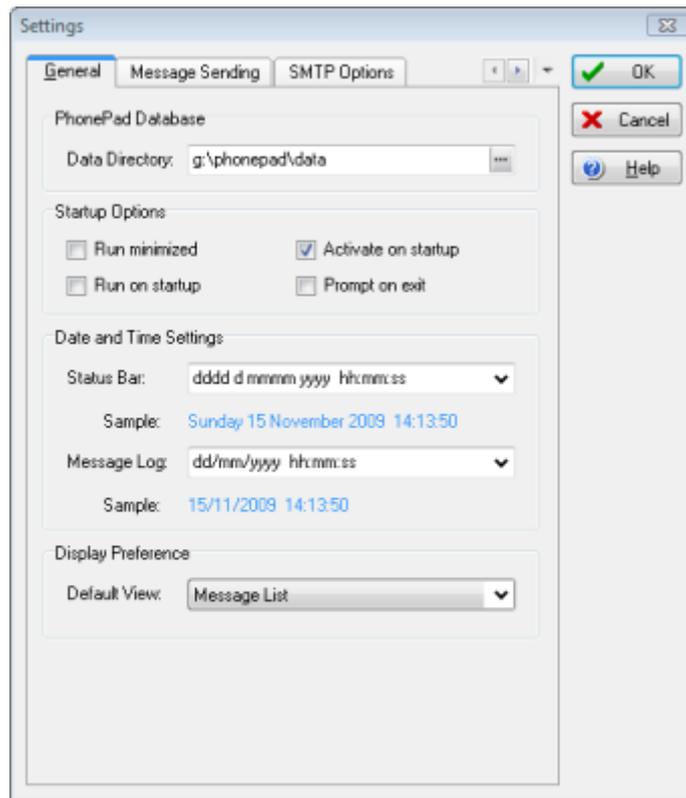
Setting Up MessageSender

1. Run **MessageSender**.

2. You should be prompted for the location of the PhonePad data directory. Enter the name of the directory.

3. Click **OK**.

4. Select **Settings** from the **Tools** menu.
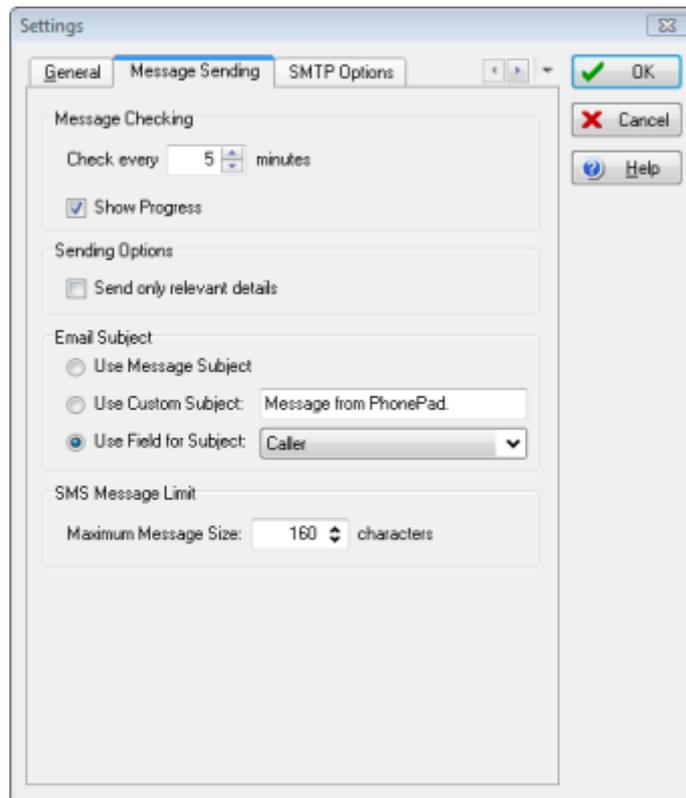
General Tab

5. The **General** tab of the **Settings** window will be displayed.

6. The **Data Directory** displayed should be the same as the one you entered earlier.

7. Select the **Run Minimized** checkbox if you want MessageSender to be minimized on startup.

8. Select the **Run on Startup** checkbox if you want MessageSender to automatically start whenever the computer it is installed on starts. This is highly recommended.

9. Select **Activate on Startup** if you want MessageSender to start checking for messages automatically when it starts. This is useful if you have **Run on Startup** also enabled because, if the computer MessageSender is installed on is rebooted, MessageSender will automatically start up and start forwarding messages without any intervention from you.

10. Select **Prompt on Exit** if you want to confirm the closure of MessageSender whenever you close the application.

11. **The Date and Time Settings** allow you to customize the appearance of dates and times in the **Message Log** and MessageSender's status bar.

12. The **Default View** option under **Display Preferences** allows you to specify which tab in the main window should be displayed when MessageSender starts, ie. **Message List** or **Message Log**.
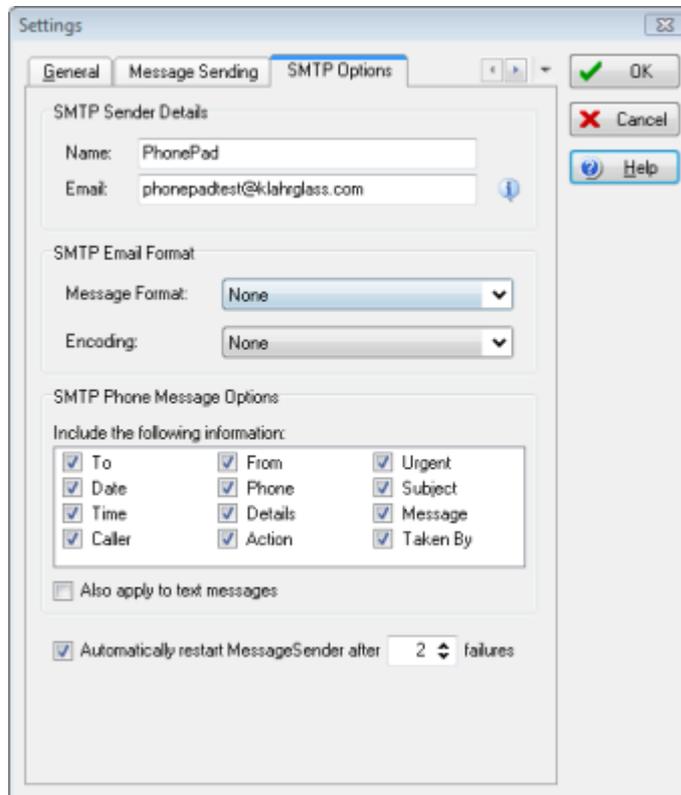

Message Sending Tab

13. Click on the **Message Sending** tab.

14. **Message Checking** should automatically be checked and set to the default of 5 minutes. You can increase or decrease the number of minutes if you wish but generally 5 minutes is appropriate.

15. **Show Progress** displays a progress bar on the MessageSender main window.

16. When the **Send Only Relevant Details** checkbox is checked, any fields that are unchecked in phone messages won't be included.

17. Under **Email Subject**, you can specify the subject for emails that are sent by MessageSender.

    a. If you have **Use Message Subject** checked, the phone or text message's subject will be used for the email subject.
    b. You can select **Use Custom Subject** to override the message's subject and replace it with your own, eg. "Message from PhonePad".
    c. An alternative is to select **Use Field for Subject** and select either the Caller, From or Subject field for the email subject.

18. Most SMS Gateways restrict the size of messages, which is generally 160 characters. The **Maximum Message Size** option allows you to specify the maximum message size and specified by the gateway you use. It is important that you set this correctly as many SMS Gateways will reject the message if it exceeds the maximum allowable size. If you find that messages are not getting through to the mobile/cell phones then it is highly likely your message size is set too high.
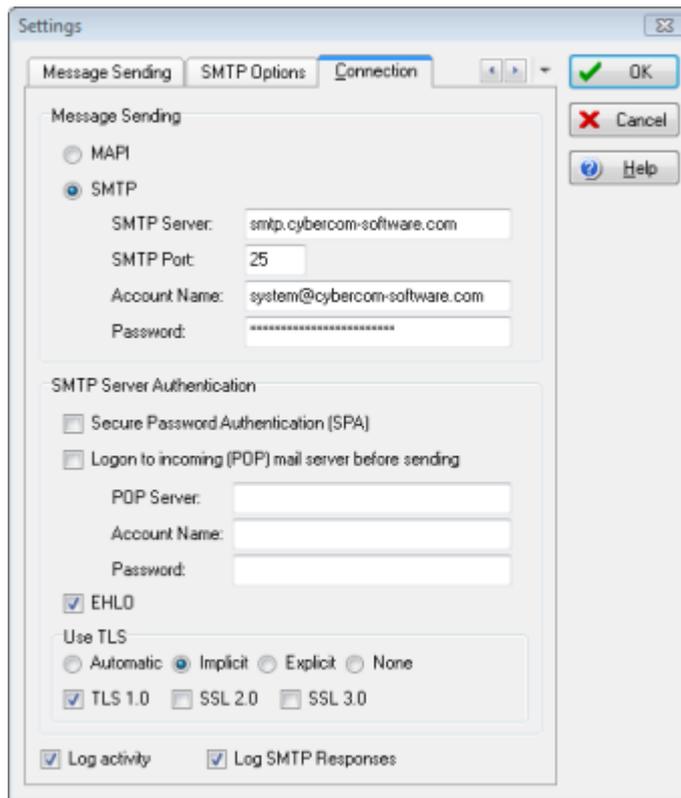
SMTP Options Tab

19. Under **SMTP Sender Details**, you can specify the **Name** and **Email** address for the sender of the forwarded messages. For instance, you could use "*MessageSender*" as the **Name** and "*messagesender@xyzcorporation.com*" as the **Email** address. However, you should be aware that some mail servers require that the **Email** address be the same as the **SMTP Account Name**.

20. The **SMTP Email Format** options allow you to specify how messages should be formatted when sent to your mail server. Generally, **Message Encoding** should be set to **MIME** and **Content Transfer** should be set to **Base64**, however, you may have to play with these settings if you experience problems with your mail server not accepting the messages.

21. The SMTP Phone Message Options allows you to select the phone message information you want included in emails.

22. By selecting **Also Apply to Text Messages,** you can use the same settings for text messages (only fields that are applicable).

23. If you have problems with MessageSender "freezing" (usually due to slow or no response from your mail server, or it not releasing the connection) you can select **Automatically Restart MessageSender** to force MessageSender to shut itself down and restart automatically if this occurs. It also allows you to do this only after a specific number of failures.

Connection Tab

24. Click on the **Connection** tab.

25. Select **MAPI** if you want MessageSender to use the Windows Simple Messaging API (MAPI) functions to send messages. MessageSender must have access to MAPI32.DLL on the machine it is running on. **Please note** that if you use Microsoft Outlook 2003 or later, you will probably get a message asking you to confirm sending any messages. In this case you will not be able to use MAPI.

26. If you want MessageSender to send messages via an SMTP server then check the **SMTP** radio button.

The following settings only apply to SMTP.

27. Specify the name of your **SMTP Server**.

28. Enter the **Account Name** MessageSender should use to login to the SMTP Server. Please note that some mail servers require that the **Email** setting under **SMTP Sender Details** under the **Message Sending** tab be the same address as the one specified in this setting.

29. Enter the **Password** for the SMTP Server account.

30. Under **SMTP Server Authentication**, you can select additional settings if your mail server requires it.

31. Check **Secure Password Authentication** if your mail server requires this.

32. Some mail servers require you to login to your POP account (incoming messages) before logging in to your SMTP account (outgoing messages). If your mail server requires this then check the **Login to incoming (POP) mail server before sending** option and enter your POP account details.

33. If you server requires the use of the **EHLO** protocol then select this option.

34. If you server uses TLS then select **Use TLS** and select the appropriate options. You may need to play with these settings to get them right. Here's a quick explanation of these settings:

   a. **Use TLS 1.0** - Configures MessageSender should use the TLS 1.0 security protocol. 0=Disabled, 1=Enabled.

   b. **Use SSL 2.0** - Configures MessageSender to use the SSL 2.0 security protocol. 0=Disabled, 1=Enabled.

   c. **Use SSL 3.0** - Configures MessageSender to use the SSL 3.0 security protocol. 0=Disabled, 1=Enabled.

   d. **Automatic** - The appropriate option will be automatically selected.

   e. **Implicit** - SSL negotiation will commence immediately after the connection is established.

   f. **Explicit** - MessageSender will first connect in plaintext and then explicity start SSL negotiation through a protocol command such as STARTTLS.

   g. **None** - No SLL negotiation or security. All communication will be in plaintext mode.

35. When **Log Activity** is checked, all actions performed by MessageSender will be displayed in the MessageSender log view on the main screen.

36. If you enable **Log SMTP Responses**, MessageSender will also log the information it gets back from your mail server. This can be useful in troubleshooting problems you may have with the mail server. Please note that this settings is only valid if the **Log Activity** setting is enabled.

37. Click **OK**.

That's it. MessageSender should now automatically forward messages via email (as long as users have this enabled in PhonePad).