



User Guide

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Table of Contents

| | |
|--|-----------|
| Foreword | 0 |
| Part I Introduction | 4 |
| Part II Installation | 4 |
| 1 Upgrading Previous Versions of MessageSender | 5 |
| 2 Installing MessageSender | 5 |
| 3 Installing the MessageSender Service..... | 11 |
| Part III MessageSender Startup | 12 |
| 1 Trial Period..... | 12 |
| 2 PhonePad Database Location..... | 13 |
| Part IV Configuring MessageSender | 14 |
| 1 Step 1 - Setting Up the Data Connection..... | 14 |
| 2 Step 2 - Email Settings..... | 15 |
| Authentication | 17 |
| 3 Step 3 - SMS Settings..... | 18 |
| 4 Step 4 - Message Processing..... | 19 |
| Part V Message Templates | 20 |
| 1 Email Message Templates..... | 20 |
| 2 SMS Message Templates..... | 25 |
| Part VI Managing MessageSender | 28 |
| 1 About MessageSender..... | 28 |
| 2 Menus..... | 29 |
| 3 Toolbar..... | 30 |
| 4 Sidebar..... | 31 |
| 5 Activity Log..... | 31 |
| 6 Message Queue..... | 32 |
| 7 General Settings..... | 33 |
| 8 Email Settings..... | 35 |
| SMTP Authentication | 37 |
| 9 SMS Settings..... | 37 |
| Clickatell | 38 |
| SMS Global | 40 |
| Pushover | 42 |
| 10 MessageSender Service Status..... | 44 |

| | | |
|---------------------------------------|-------------------------------|-----------|
| 11 | File Location..... | 45 |
| 12 | Purchasing MessageSender..... | 46 |
| 13 | Licensing MessageSender | 46 |
| Part VII SMS Gateway Providers | | 47 |
| 1 | SMS Global..... | 47 |
| 2 | Clickatell..... | 50 |
| 3 | Pushover..... | 52 |
| Part VIII Version History | | 55 |
| | Index | 58 |

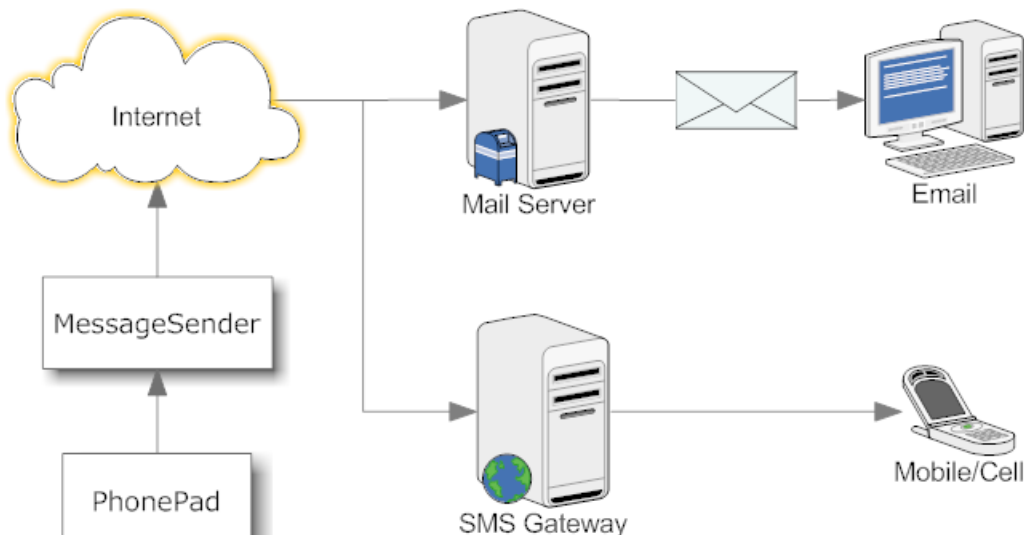
1 Introduction

Welcome to MessageSender.

PhonePad has a feature called **Automatic Message Forwarding**. This enables users to have their PhonePad phone and text messages forwarded to them when they're not in the office. Whether your organization has users that are on-the-road, working from home, or otherwise out of the office, with Automatic Message Forwarding these people can get their messages wherever they are.

MessageSender is an add-on to PhonePad that can automatically forward PhonePad messages (both phone and text) to email addresses and mobile/cell phones. It is ideal for users on-the-road, working from home or who are otherwise out of the office.

MessageSender consists of two applications: the *Windows service* and the *Manager* application. The MessageSender *service* performs the actual work of sending the messages via email or SMS, while MessageSender Manager is used to configure and manage MessageSender.



2 Installation

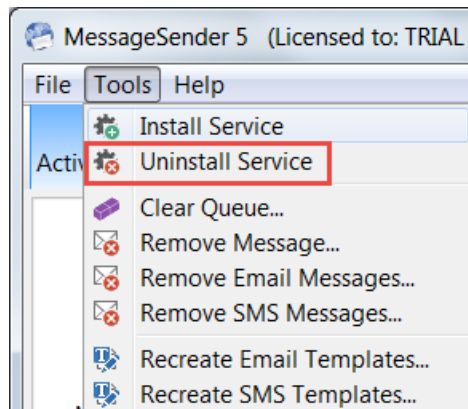
Installing MessageSender is a simple process. Just run the MessageSender *setup* program and follow the steps. Both the MessageSender Windows service and the MessageSender Manager application will be installed.

IMPORTANT: MessageSender should be installed on the same server or Host computer that the PhonePad database is located on. The MessageSender service runs under the system account and, due to Windows restrictions, it will be unable to access drives located on another computer.

Only one copy of MessageSender needs to be installed on your network.

2.1 Upgrading Previous Versions of MessageSender

If you already have a previous version of MessageSender installed, you will first need to stop and uninstall the MessageSender service before installing the new version. You can do this by running *MessageSender Manager* and then selecting **Uninstall Service** from the **Tools** menu.

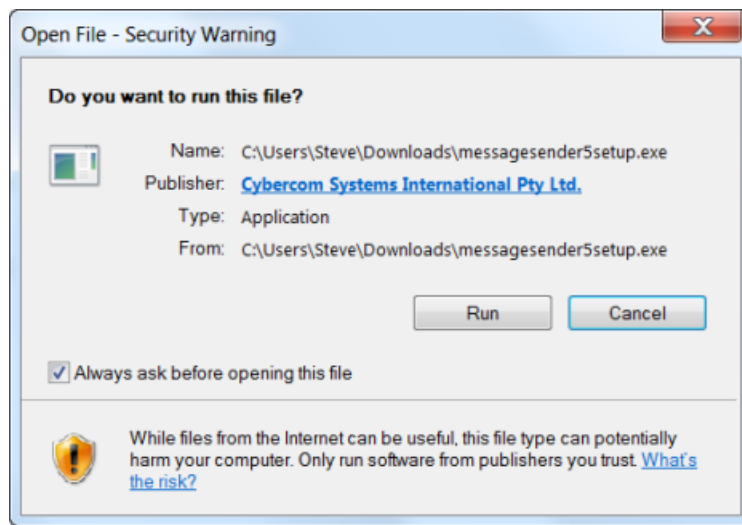


Please note that you may need administrator privileges to do this.

2.2 Installing MessageSender

Let's get started. The first step is to download MessageSender 5 from the website (<http://www.cybercom-software.com/messagesender>) and then follow these instructions for installing MessageSender:

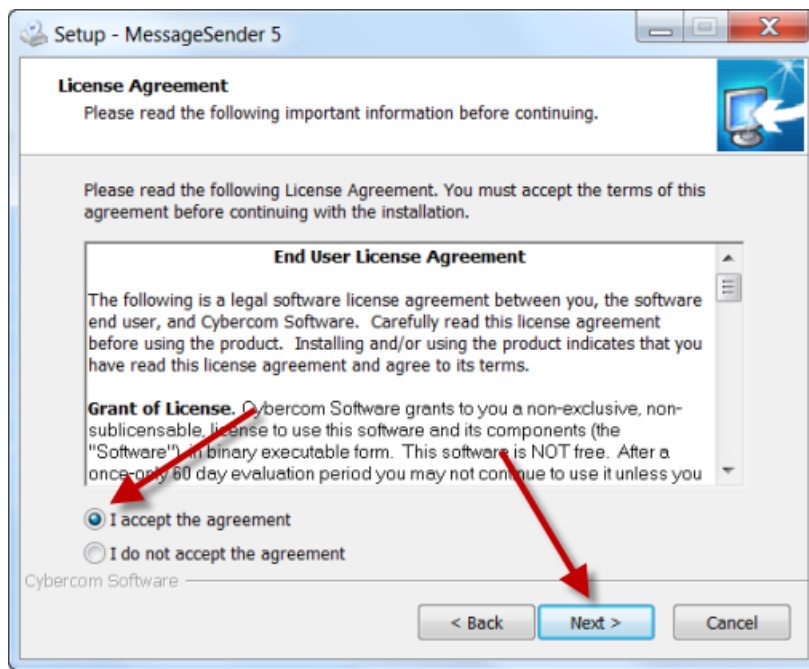
1. Run **MessageSender5Setup.exe**.
2. You may be prompted with a Security Warning. Click **Run**.



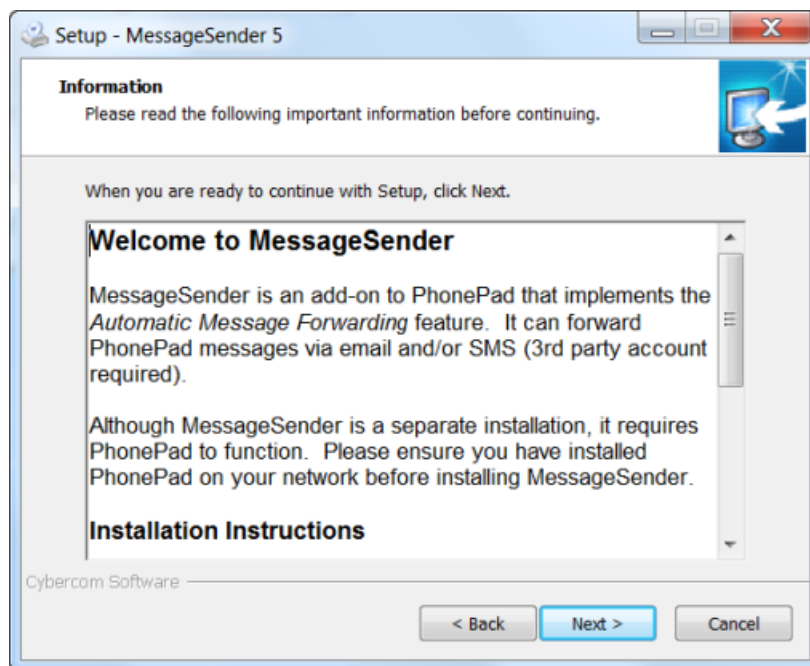
3. The MessageSender setup program **Welcome** screen will be displayed.



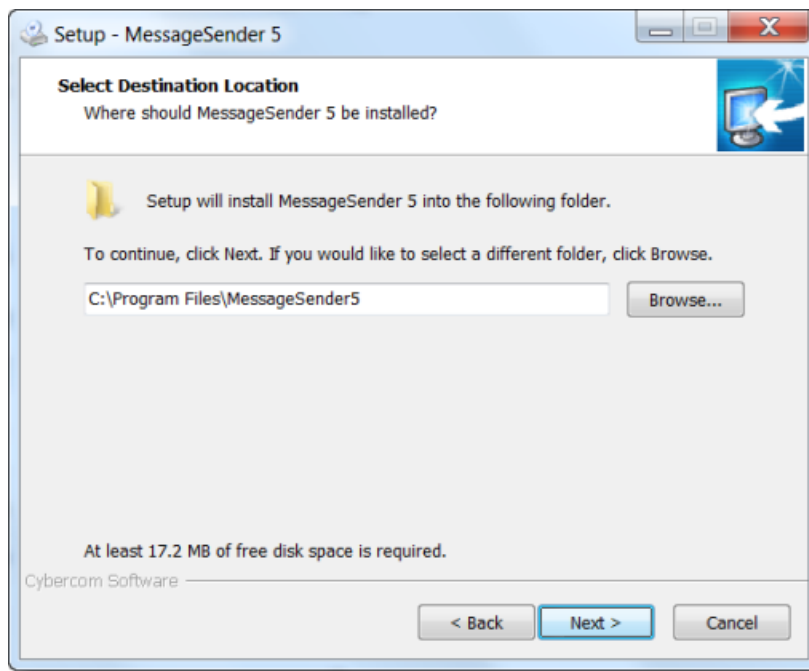
4. Click **Next** to continue.
5. The **License Agreement** screen will be displayed. Please read the agreement before continuing.



6. You will need to select the **I accept the agreement** option before you can continue. Click **Next** when you are ready.
7. An Information screen will be displayed. Click **Next** when you are ready.

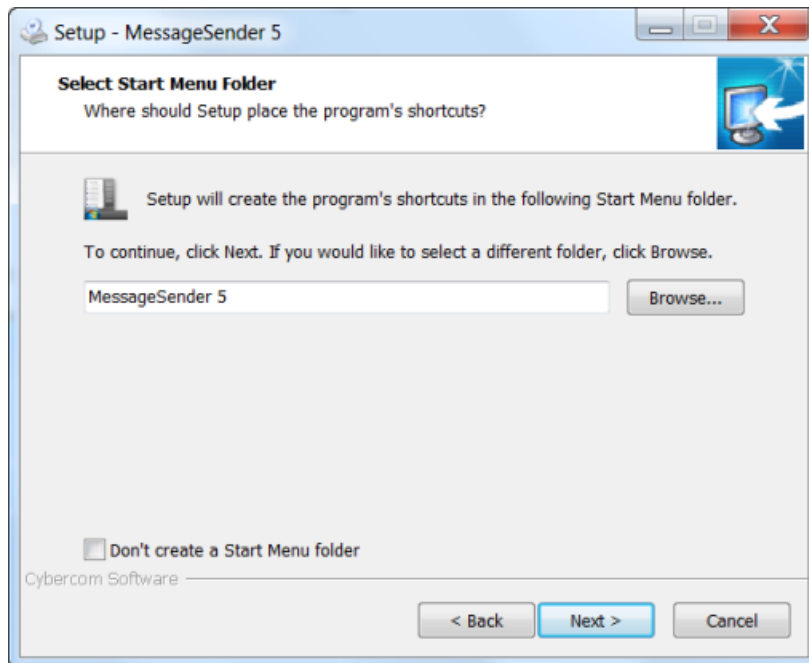


8. Specify the **Destination Location** (the folder you want to install MessageSender in), or use the default location (C:\Program Files\MessageSender5).



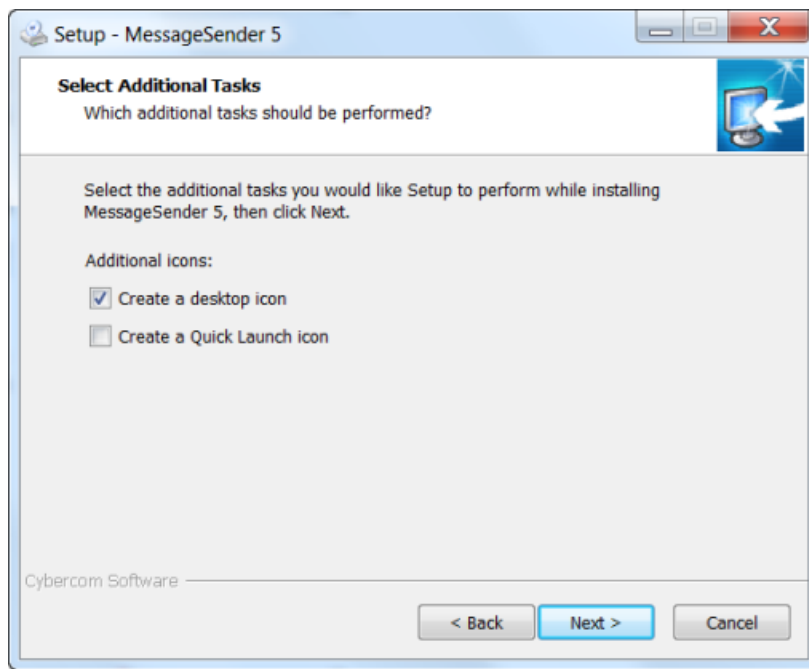
9. Click **Next** to continue

10. Specify a **Start Menu Folder** or use the default one.



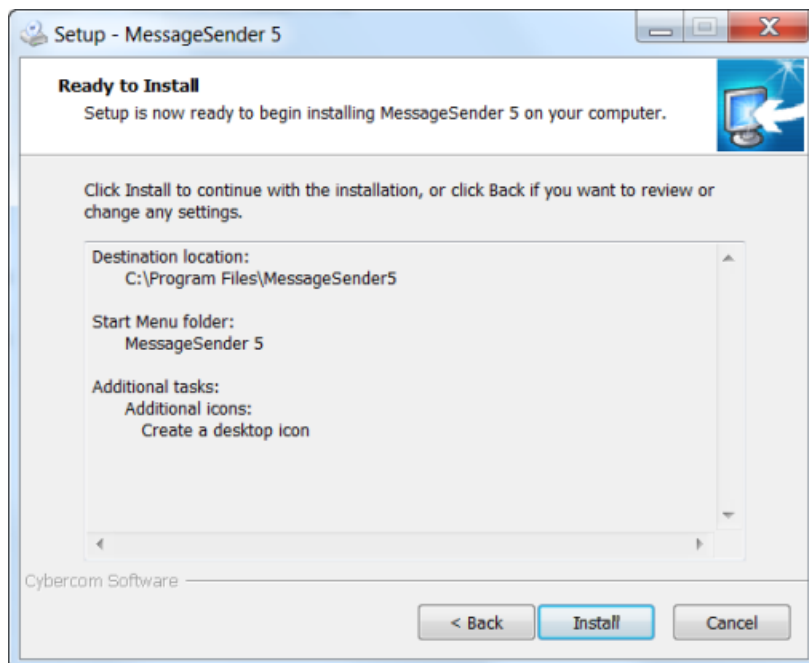
11. Click **Next** to continue.

12. If you want a **Desktop** icon or a **Quick Launch** icon created for *MessageSender Manager*, select these options.

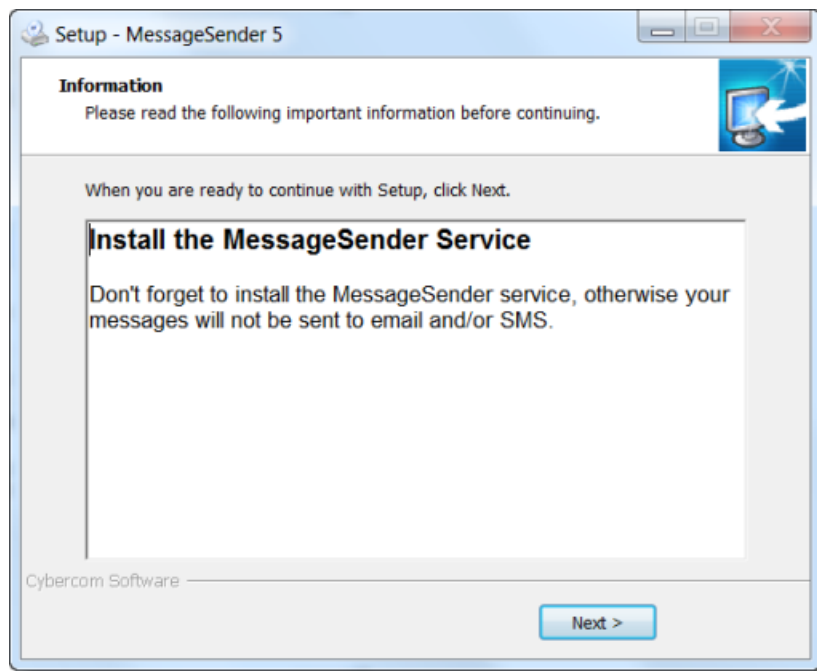


13. Click **Next** to continue.

14. You're now ready to install MessageSender.



15. Click **Install** to begin.



16. That's it. MessageSender has been installed on your system.

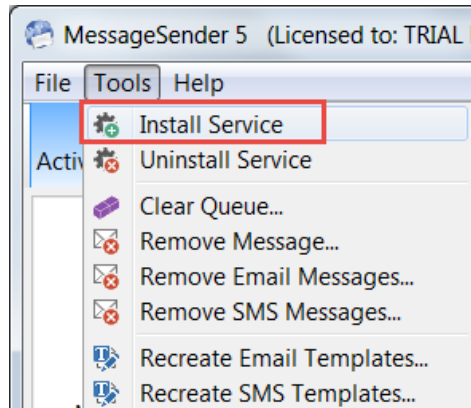


17. Click **Finish** to complete the process.

2.3 Installing the MessageSender Service

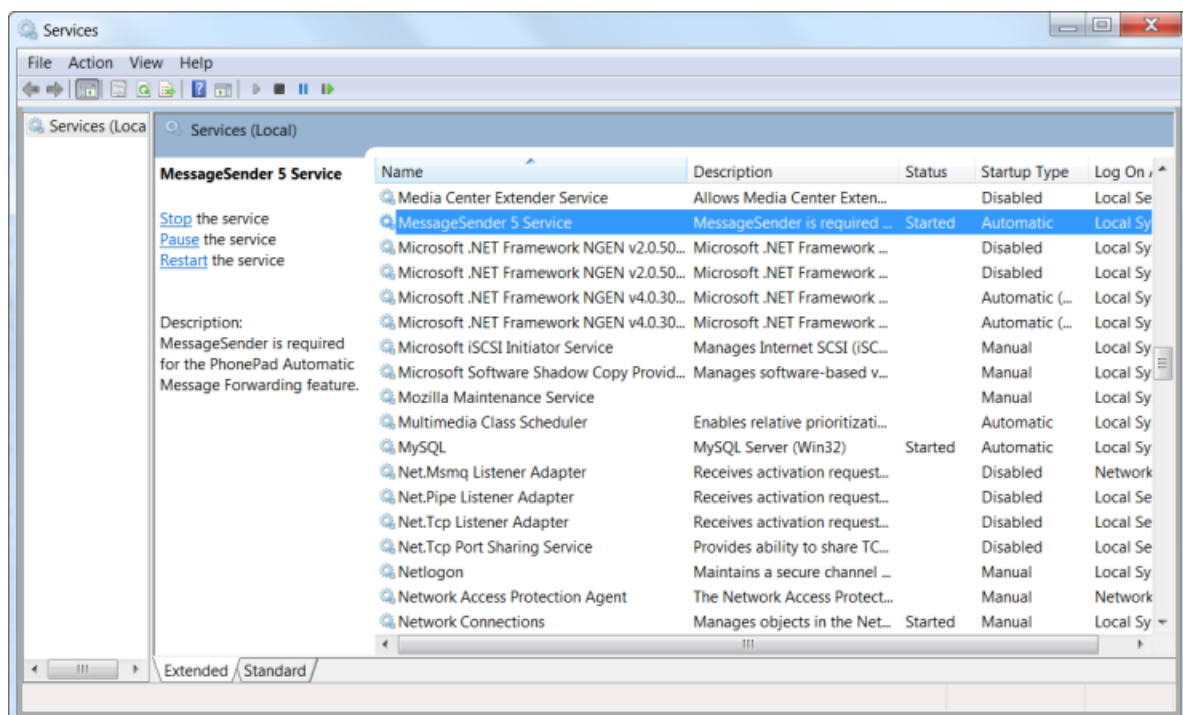
Although the MessageSender files have been installed on your system, you still need to install the Windows service as a separate step. Fortunately this is easy to do with MessageSender Manager and no technical knowledge is required.

1. Run *MessageSender Manager*.
2. Select **Install Service** from the **Tools** menu.



3. You should see a DOS or command window appear briefly. If you have the MessageSender service already installed then you will probably get an error message and will need to uninstall it first.

If you have the appropriate access rights, you can run the Windows *Services* app (*Services.msc*) to see if the MessageSender service is running.



Important Notes

You may need **administrator rights** to install the MessageSender service. If you get an error message (eg. Access Denied) when installing the service, you can try the following:

1. Go to the **MessageSender** folder.
2. Right-click on **MessageSenderInstall.cmd**.
3. Select **Run as Administrator** from the popup menu.

If the above doesn't work either, then you will need someone with a system administrator account to login to the server or Host PC you are on and perform the install for you.

3 MessageSender Startup

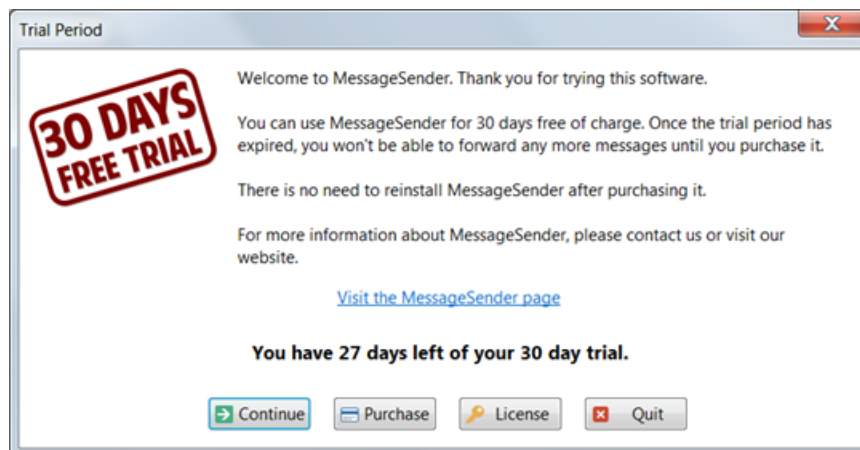
When you start MessageSender, especially for the first time, the following screens may be displayed.

3.1 Trial Period

MessageSender has a free 30-day trial period. This means that you can try MessageSender for 30 days free-of-charge with all functionality enabled.

Once trial period has ended you will still be able to open MessageSender Manager, but no messages will be sent.

When you open MessageSender during the trial period, the following screen will be displayed.



The screen will show you how many days left you have of your 30 day trial.

The screen has the following buttons:

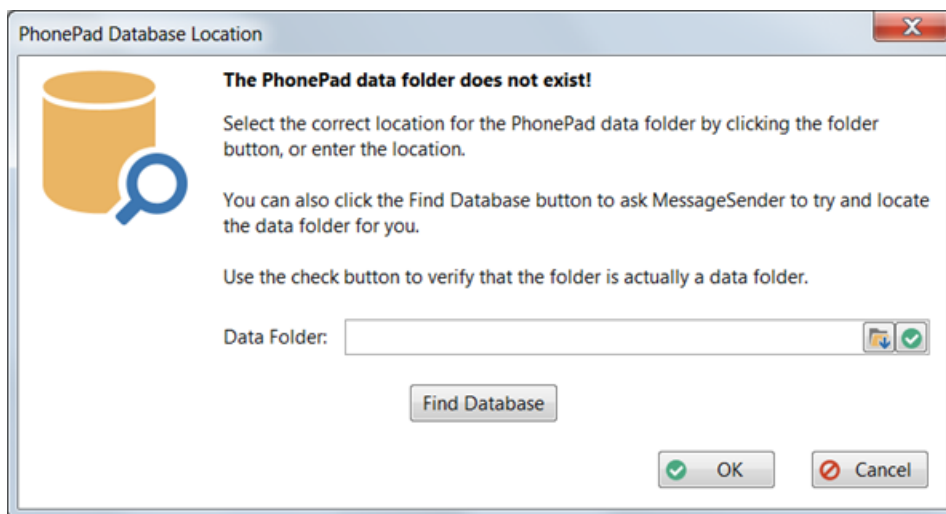
Continue

Click the **Continue** button to continue your trial.

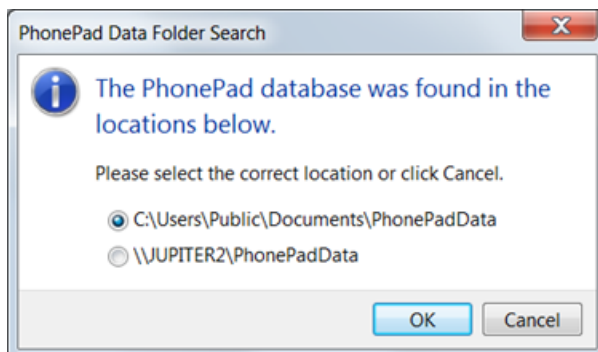
| | |
|-----------------|--|
| <i>Purchase</i> | Opens your default web browser and takes you to the MessageSender order page. |
| <i>License</i> | Click this button to enter your license details. MessageSender will be changed from a trial version to a fully licensed version. |
| <i>Quit</i> | Close MessageSender Manager. |

3.2 PhonePad Database Location

If you haven't told MessageSender the location of your PhonePad database (which you wouldn't have the first time you open MessageSender Manager) this screen will be displayed.

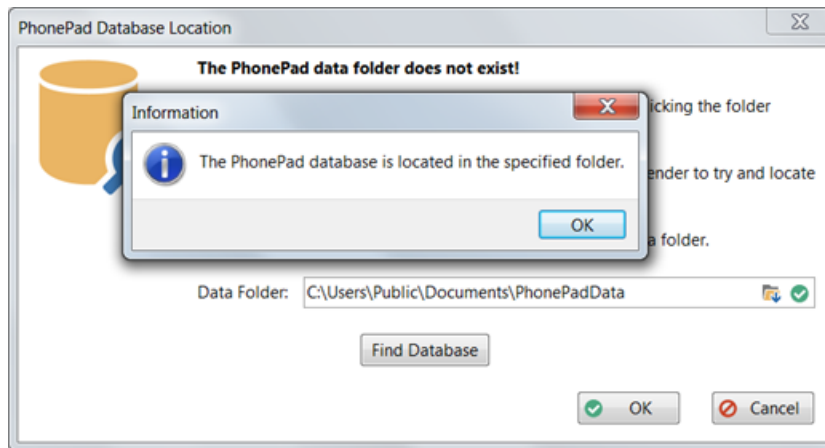


1. You can type in the location of your PhonePad data folder, or you can select it by clicking the folder button (next to the **Data Folder** field).
2. If you're not sure where the data folder is, click the **Find Database** button. MessageSender Manager will attempt to locate the folder for you.



3. In the above example, two data folders were found (there should normally be only one but the example was done on a test machine). Select the correct folder then click **OK**.

4. If you check the other button next to the Data Folder field (the one with the tick/check mark), MessageSender Manager will confirm that the folder does contain the PhonePad data files.



5. Click **OK** to save this setting.

IMPORTANT: The MessageSender service is a Windows service that runs under the system account. This means that it cannot access a network drive. The PhonePad data folder must be located on a drive that is local to the service. If the PhonePad data folder is located on a network drive, it will also map to a local drive on the server. You will need to find out where that is.

If you are running MessageSender on a Host PC on a Peer-to-Peer network then you don't need to worry about this. Make sure though that the PhonePad data folder is not on a NAS device.

4 Configuring MessageSender

Before MessageSender can start forwarding messages, you will need to configure it using *MessageSender Manager*. Run *MessageSender Manager* and then follow the steps in this section.

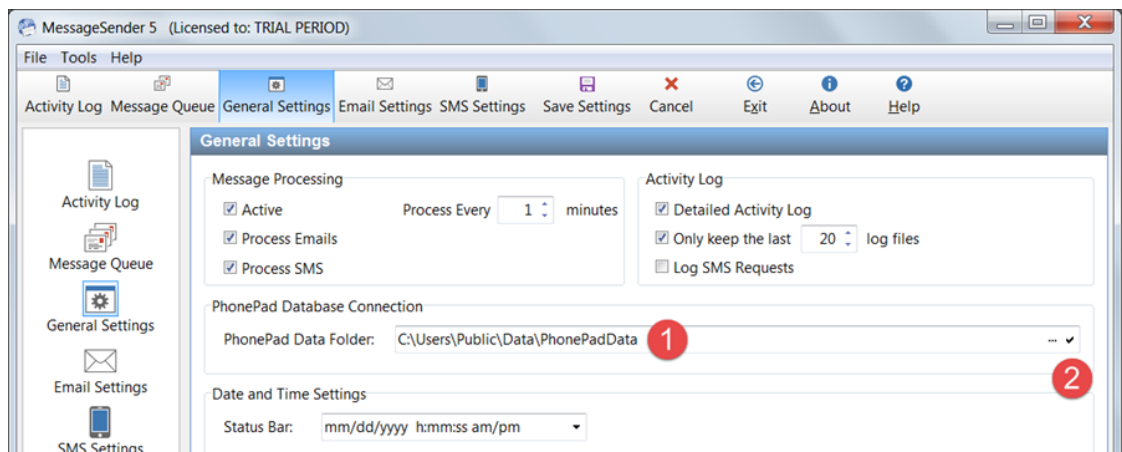
4.1 Step 1 - Setting Up the Data Connection

1. Select **General Settings** from the sidebar.



General Settings

2. Under **PhonePad Database Connection**, select or enter the **PhonePad Data Folder (1)**.
3. Validate the PhonePad data folder by clicking the small button with the tick/check mark **(2)**.



4. Click **Save Settings**.

4.2 Step 2 - Email Settings

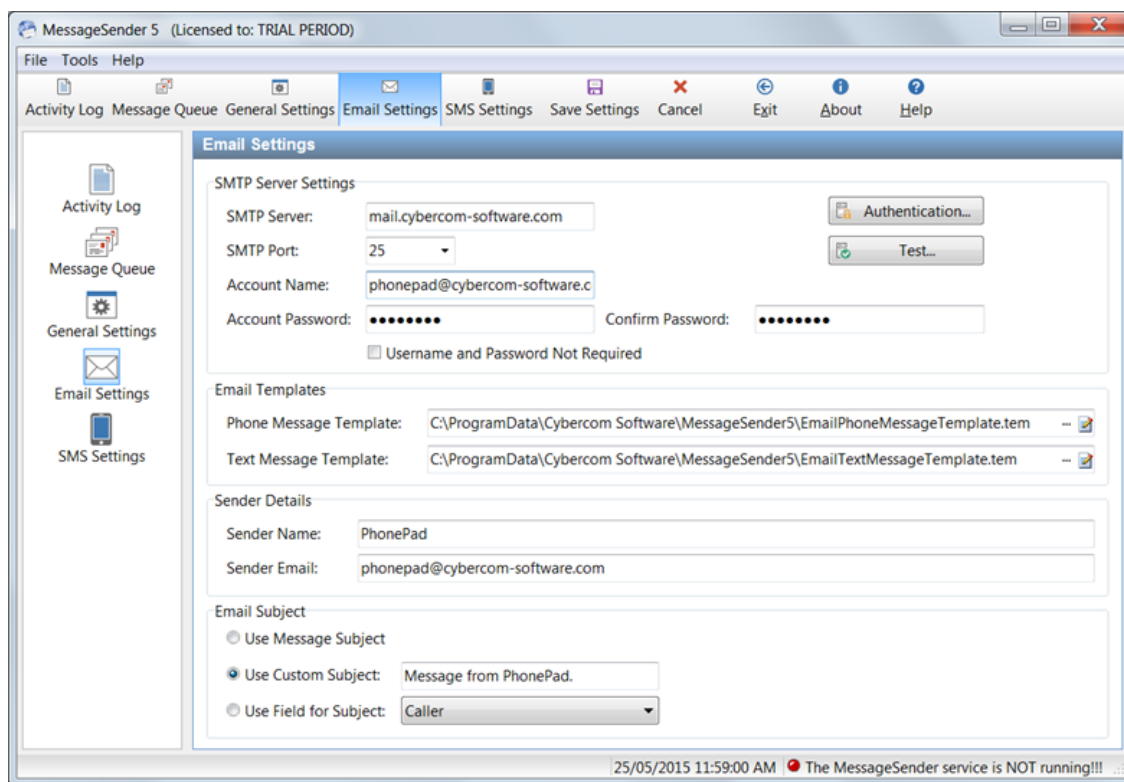
If you want to automatically forward messages via email, you will need to configure the following settings:

1. Select **Email Settings** from the sidebar.



Email Settings

2. Under **SMTP Server Settings**, enter the details of your mail server. You will need to specify a valid email account (and password) to send the messages through.
3. If you are using an internal mail server then you may not need to provide a username and password. In this situation, check the **Username and Password Not Required** checkbox.



4. Under **Email Templates**, you will need to specify templates to use when sending the messages. You can either use the default templates or create your own (see Message Templates for more information).
5. Under **Sender Details**, you will need to enter the details of the email address you will be using to send the emails. Enter a **Sender Name** for the email account (eg. PhonePad, or whatever you want) and a valid email address for **Sender Email**. The email address you use should be the address for the account specified under **SMTP Server Settings**, otherwise you may get *relay* errors. You can simply click the green arrow button to copy the **Account Name** to the **Sender Email** setting if they are the same.
6. Under **Email Subject**, select what data should be used for the subject of the email:
 - **Use Message Subject** - The *Subject* field of the message will be used for the email's subject.
 - **Use Custom Subject** - The text you enter in this field will be used for the email's subject.
 - **Use Field for Subject** - Data from the selected field will be used for the email's subject.
7. If the default email authentication settings don't work with your mail server then you will need to click the **Authentication** button to change the settings.
8. Click **Save Settings**.

Important Note

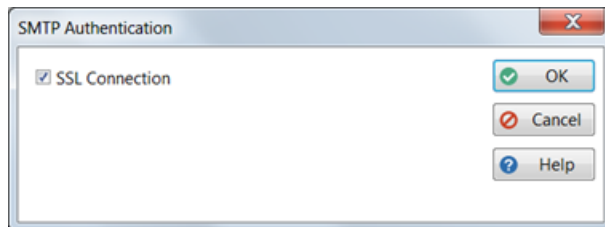
Your email **Account Name** is typically your email address, eg. jane@somewhere.com. However, some mail servers require a slightly different formatting for the **Account Name**, by using a plus sign (+) instead of an at symbol (@). So for example, it would be *jane+somewhere.com* instead of

jane@somewhere.com.

4.2.1 Authentication

Depending on your mail server, it may or may not require secure connections. If MessageSender is unable to successfully connect to your mail server, try switching SSL Connection to the opposite setting.

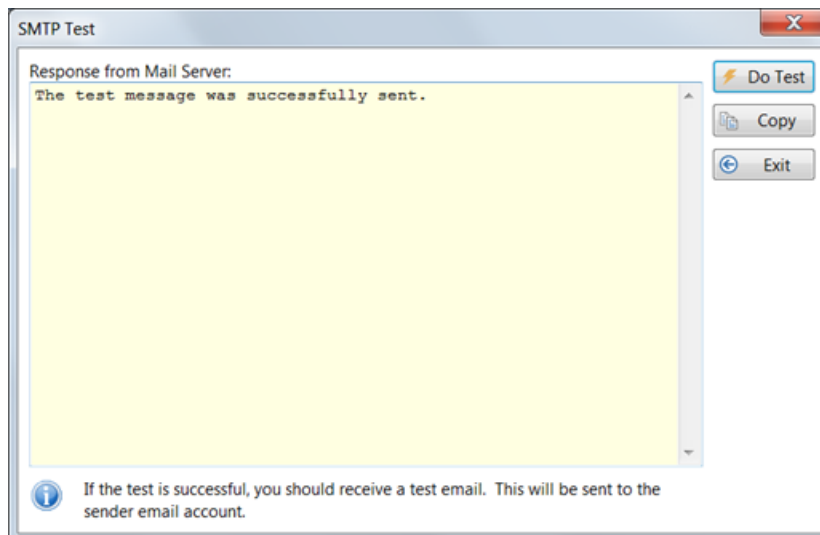
To access this option, click the **Authentication** button on the **Email Settings** screen.



SSL Connection Connect to the mail server using a secure connection.

You can test the email settings by clicking the **Test** button, then clicking **Do Test** to send a test email.

Here is an example of a successful test. You will receive a test email if the test was successful.



If you have difficulties getting MessageSender to work with your mail server, Cybercom Software Support can assist with this.

4.3 Step 3 - SMS Settings

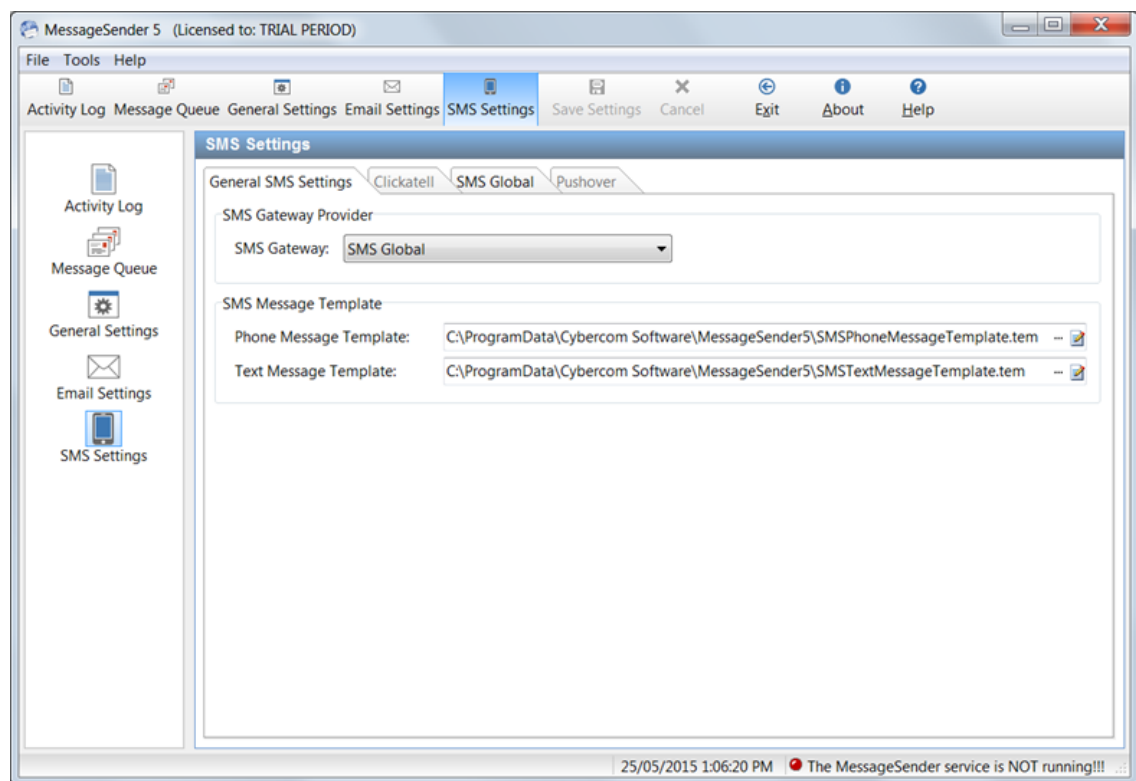
If you want to automatically forward messages via SMS text message, you will need to configure the following settings:

1. Select **SMS Settings** from the sidebar.

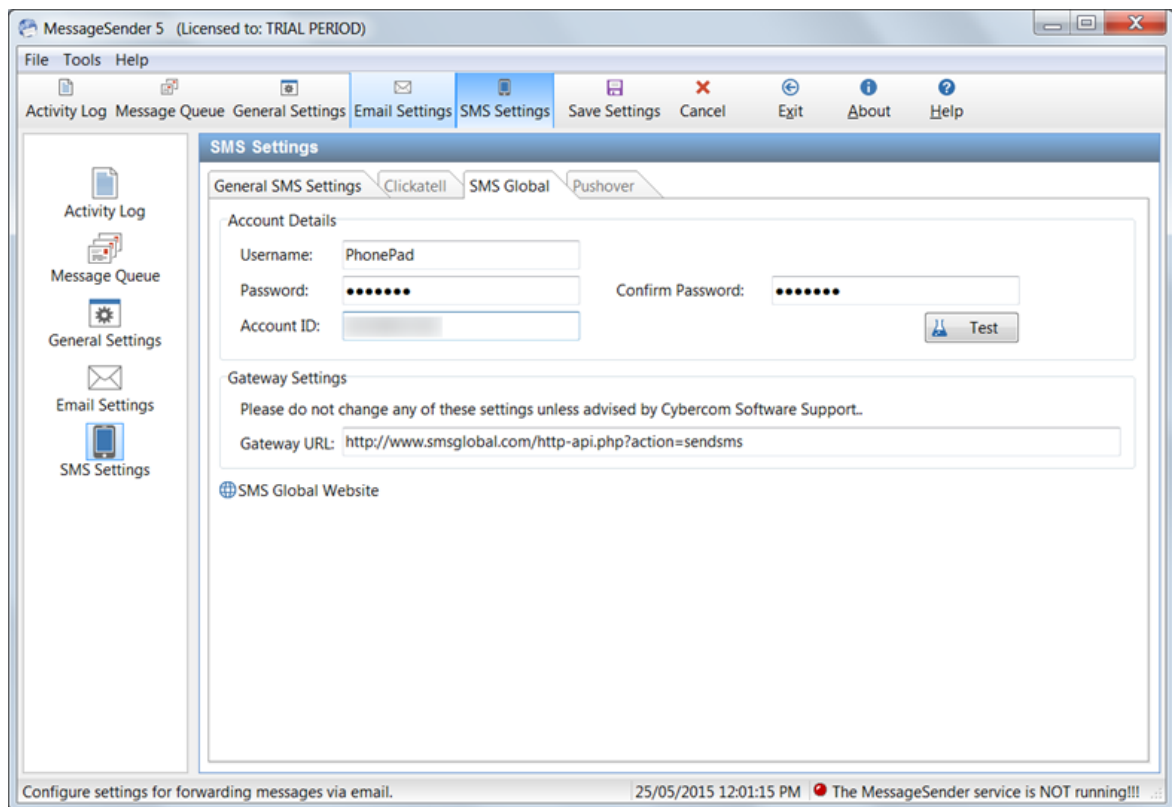


SMS Settings

2. Under **SMS Gateway Provider**, select the SMS provider you will be using with MessageSender to send SMS messages.



3. Under **SMS Message Templates**, you will need to specify templates to use when sending the messages. You can either use the default templates or create your own (see Message Templates for more information).
4. When you select an **SMS Gateway Provider**, the appropriate tab will be enabled. Click on the tab for the provider you selected.
5. Enter the details provided by your **SMS Gateway Provider**, ie. **Username, Password and Account ID**. If you don't have an account, you can click on the link (it has a green star icon next to it) to go to the provider's website and open an account.



6. Click **Save Settings**.

Important Note

The SMS Gateway providers are not associated with Cybercom Software - they are 3rd party organizations. We have no control over or access to your account with them.

4.4 Step 4 - Message Processing

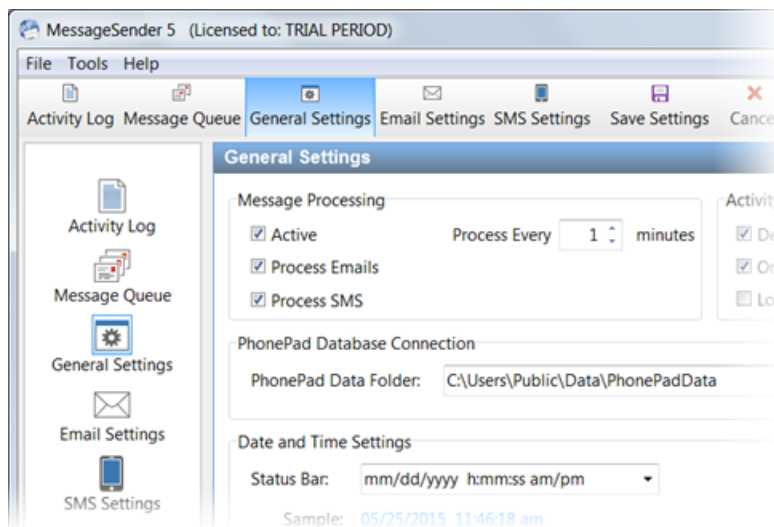
1. Select **General Settings** from the sidebar.



General Settings

2. Check the **Active** checkbox to activate message processing.

3. Check the **Process Emails** checkbox if you want messages forwarded via email.



4. Check the **Process SMS** checkbox if you want messages forwarded via SMS messages.
5. Set how often you want MessageSender to check messages to process. Every 5 minutes is the default.
6. Click **Save Settings**.

5 Message Templates

One of the major improvements with MessageSender 5 is the ability to completely customize the format of the messages sent by both email and SMS. MessageSender comes with default templates for each of the different message types:

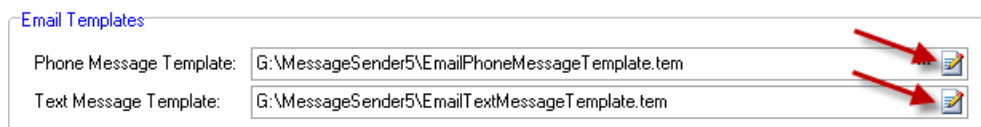
- EmailPhoneMessageTemplate.tem
- EmailTextMessageTemplate.tem
- SMSPhoneMessageTemplate.tem
- SMSTextMessageTemplate.tem

You can use these as is, modify them, or create your own.

If you inadvertently delete the default message templates, you can easily re-create them by selecting **Recreate Email Templates** or **Recreate SMS Templates** from the **Tools** menu.

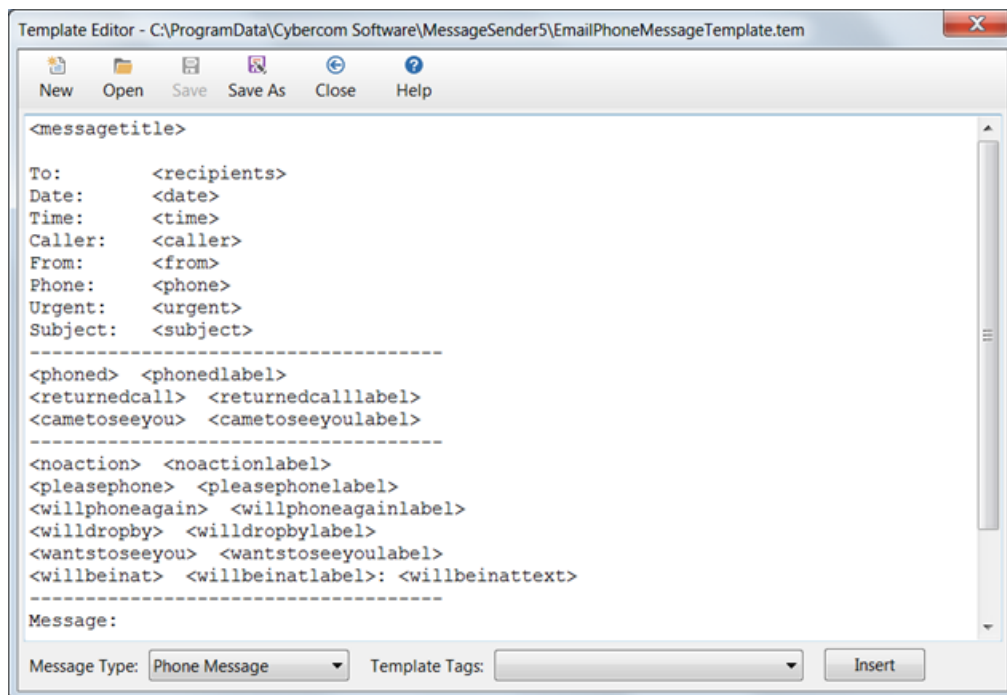
5.1 Email Message Templates

MessageSender Manager includes a built-in editor for creating and editing email message templates. To open the editor, click on the *Template Editor* button - see screenshot below:



The *Template Editor* will be displayed (as shown below). If a message template was specified in the message template field then the *Template Editor* will automatically open the template for editing. You have a number of choices:

- Edit the template and save it, overwriting the existing one (use **Save**).
- Edit the template and save it as a new template (use **Save As**).
- Create a new template from scratch by clicking the **New** button.



A message template is made up of *static text* and *tags* (indicated with <>). For example, in the above screenshot "To:" is static text while "<recipients>" is a tag. When a message is processed, the tags are replaced with actual data from PhonePad messages, while the static text is ignored.

In the same screenshot you can see one of the default email message templates that is included with MessageSender. Virtually every tag is used in this example. To modify the template, simply change or remove the static text and tags you don't want.

The *Message Type* drop-down list is used to indicate the type of messages the template is to be used for. Tags can be inserted by selecting them from the *Template Tags* drop-down list and then clicking the **Insert** button.

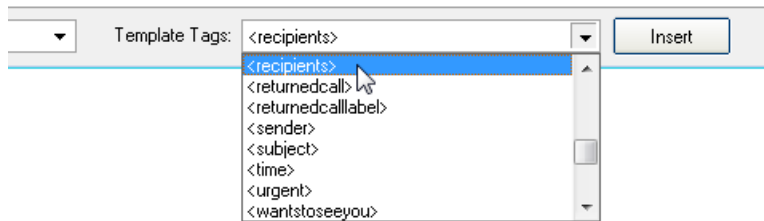
Creating a New Template

1. To create a new message template, click on the **New** button on the toolbar.



2. You can add any static text you want to the message area and format it in any way you desire.

3. To add message tags, position the cursor in the message area where you want the relevant message data to appear. Next, select the appropriate tag from the *Template Tags* drop-down list, and click the **Insert** button.



You can save the template by clicking the **Save** button. You will be prompted for a filename.

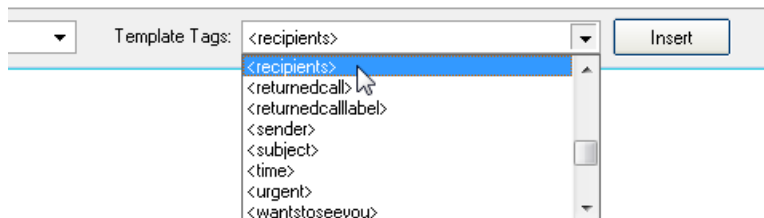
Editing an Existing Template

1. If a message template was specified in the message template field then the *Template Editor* will automatically open the template for editing. You can edit this template or open another template by clicking the **Open** button.



Open

2. Editing a template is the same as creating a new template. You can add any static text you want to the message area and format it in any way you desire.
3. To add message tags, position the cursor in the message area where you want the relevant message data to appear. Next, select the appropriate tag from the *Template Tags* drop-down list, and click the **Insert** button.



4. To save your changes, click the **Save** button.

Template Tags

The Template Tags that are available for creating and editing message templates is dependant on the type of message selected.

Phone Message

| | |
|---------------------|---|
| <caller> | Name of the person calling. |
| <cametoseeyou> | Displays an [X] if this is true. |
| <cametoseeyoulabel> | Displays <i>"Came to See You"</i> unless you have changed it using the LabelEditor utility. |
| <calldetails> | This will be either <i>"Phoned"</i> , <i>"Returned Your Call"</i> or <i>"Came to See You"</i> . If you have changed the message labels then those labels will be displayed instead. |
| <callaction> | This will be either <i>"No Action Required"</i> , <i>"Please Phone"</i> , <i>"Will Phone Again"</i> , <i>"Will Drop By Again"</i> , <i>"Wants to See You"</i> or <i>"Will Be In At"</i> . If you have changed the message labels then those labels will be displayed instead. |
| <date> | Date of the message. |
| <from> | The caller's organization. |
| <message> | The actual text of the message. |
| <messagetitle> | By default this is <i>"While You Were Out"</i> , unless you have changed it using the LabelEditor utility. |
| <noaction> | Displays an [X] if this is true. |
| <noactionlabel> | Displays <i>"Came to See You"</i> unless you have changed it using the LabelEditor utility. |
| <phone> | The caller's phone number. |
| <phoned> | Displays an [X] if this is true. |
| <phonedlabel> | Displays <i>"Came to See You"</i> unless you have changed it using the LabelEditor utility. |
| <pleasephone> | Displays an [X] if this is true. |
| <pleasephonelabel> | Displays <i>"Came to See You"</i> unless you have changed it using the LabelEditor utility. |
| <recipients> | Lists all users the message was sent to. |
| <returnedcall> | Displays an [X] if this is true. |

| | |
|-----------------------|---|
| <returnedcalllabel> | Displays " <i>Came to See You</i> " unless you have changed it using the LabelEditor utility. |
| <sender> | The person who recorded the message. |
| <subject> | The subject of the message. |
| <time> | Time of the message. |
| <urgent> | Indicates whether the message is urgent or not. |
| <wantstoseeyou> | Displays an [X] if this is true. |
| <wantstoseeyoulabel> | Displays " <i>Came to See You</i> " unless you have changed it using the LabelEditor utility. |
| <willbeinat> | Displays an [X] if this is true. |
| <willbeinatlabel> | Displays " <i>Came to See You</i> " unless you have changed it using the LabelEditor utility. |
| <willbeinattext> | The time the user will be in. |
| <willdropby> | Displays an [X] if this is true. |
| <willdropbylabel> | Displays " <i>Came to See You</i> " unless you have changed it using the LabelEditor utility. |
| <willphoneagain> | Displays an [X] if this is true. |
| <willphoneagainlabel> | Displays " <i>Came to See You</i> " unless you have changed it using the LabelEditor utility. |

Text Message

| | |
|--------------|---|
| <date> | Date of the message. |
| <message> | The actual text of the message. |
| <recipients> | Lists all users the message was sent to. |
| <sender> | The person who recorded the message. |
| <subject> | The subject of the message. |
| <time> | Time of the message. |
| <urgent> | Indicates whether the message is urgent or not. |

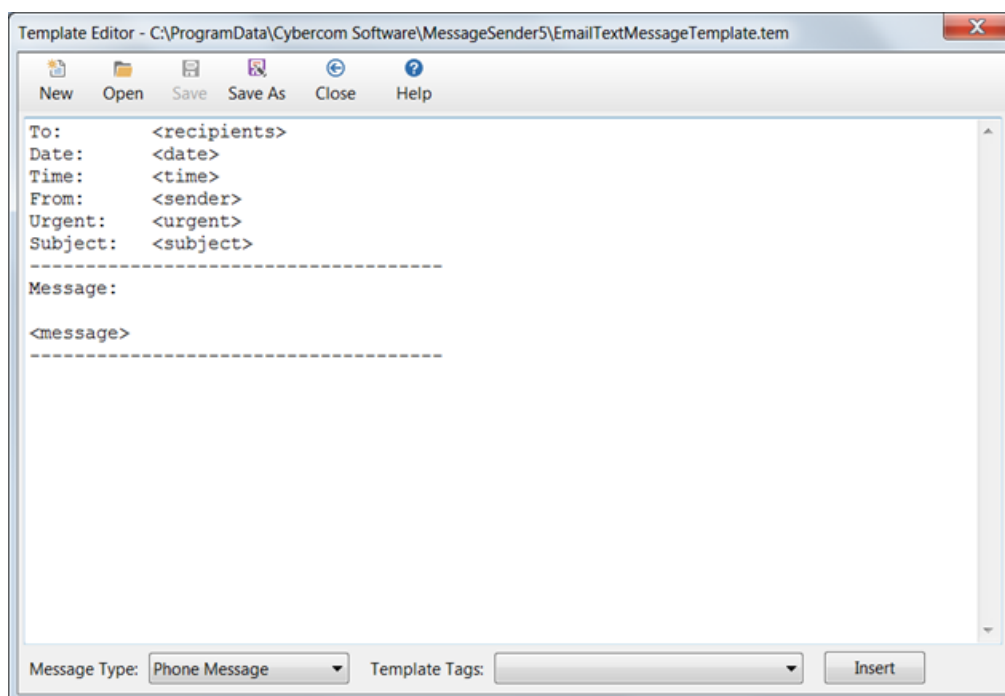
5.2 SMS Message Templates

MessageSender Manager includes a built-in editor for creating and editing SMS message templates. To open the editor, click on the *Template Editor* button - see screenshot below:



The *Template Editor* will be displayed (as shown below). If a message template was specified in the message template field then the *Template Editor* will automatically open the template for editing. You have a number of choices:

- Edit the template and save it, overwriting the existing one (use **Save**).
- Edit the template and save it as a new template (use **Save As**).
- Create a new template from scratch by clicking the **New** button.



A message template is made up of *static text* and *tags* (indicated with <>). For example, in the above screenshot "from:" is static text while "<from>" is a tag. When a message is processed, the tags are replaced with actual data from PhonePad messages, while the static text is ignored.

In the same screenshot you can see one of the default email message templates that is included with MessageSender. Virtually every tag is used in this example. To modify the template, simply change or remove the static text and tags you don't want.

The *Message Type* drop-down list is used to indicate the type of messages the template is to be used for. Tags can be inserted by selecting them from the *Template Tags* drop-down list and then clicking the *Insert* button.

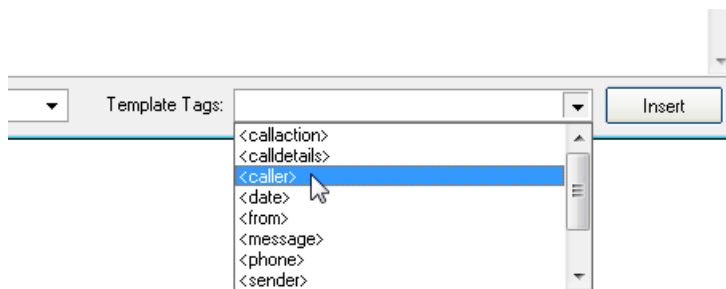
SMS messages are generally limited to 160 characters per message. The *SMS Template Editor* displays how many characters you have left when creating or editing a template. Remember that the tags are replaced with real data when MessageSender processes messages to send, so it is highly likely that the tags will take up more space once they have been expanded with data.

Creating a New Template

1. To create a new message template, click on the **New** button on the toolbar.



2. You can add any static text you want to the message area and format it in any way you desire.
3. To add message tags, position the cursor in the message area where you want the relevant message data to appear. Next, select the appropriate tag from the *Template Tags* drop-down list, and click the **Insert** button.



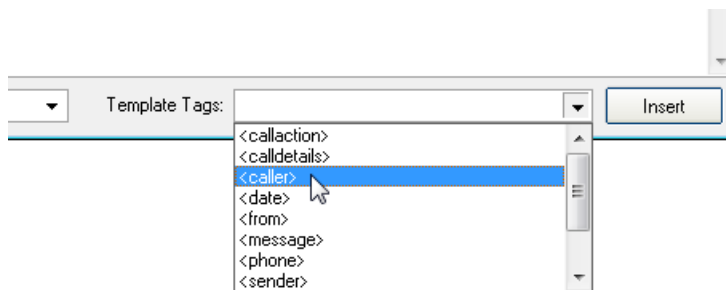
You can save the template by clicking the **Save** button. You will be prompted for a filename.

Editing an Existing Template

1. If a message template was specified in the message template field then the *Template Editor* will automatically open the template for editing. You can edit this template or open another template by clicking the **Open** button.



2. Editing a template is the same as creating a new template. You can add any static text you want to the message area and format it in any way you desire.
3. To add message tags, position the cursor in the message area where you want the relevant message data to appear. Next, select the appropriate tag from the *Template Tags* drop-down list, and click the **Insert** button.



4. To save your changes, click the **Save** button.

Template Tags

The Template Tags that are available for creating and editing message templates is dependant on the type of message selected. SMS messages have a reduced sub-set of the email message template tags. They are designed to use as little space as possible.

Phone Message

| | |
|----------------------------------|---|
| <code><caller></code> | Name of the person calling. |
| <code><calldetails></code> | This will be either <i>"Phoned"</i> , <i>"Returned Your Call"</i> or <i>"Came to See You"</i> . If you have changed the message labels then those labels will be displayed instead. |
| <code><callaction></code> | This will be either <i>"No Action Required"</i> , <i>"Please Phone"</i> , <i>"Will Phone Again"</i> , <i>"Will Drop By Again"</i> , <i>"Wants to See You"</i> or <i>"Will Be In At"</i> . If you have changed the message labels then those labels will be displayed instead. |
| <code><date></code> | Date of the message. |
| <code><from></code> | The caller's organization. |
| <code><message></code> | The actual text of the message. |
| <code><phone></code> | The caller's phone number. |
| <code><sender></code> | The person who recorded the message. |
| <code><subject></code> | The subject of the message. |
| <code><time></code> | Time of the message. |
| <code><urgent></code> | Indicates whether the message is urgent or not. |

Text Message

| | |
|-----------|---|
| <date> | Date of the message. |
| <message> | The actual text of the message. |
| <sender> | The person who recorded the message. |
| <subject> | The subject of the message. |
| <time> | Time of the message. |
| <urgent> | Indicates whether the message is urgent or not. |

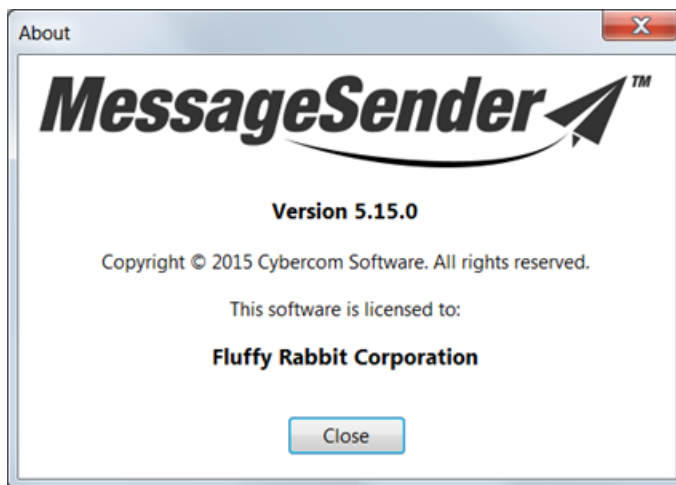
6 Managing MessageSender

The *MessageSender Manager* application is used to manage the MessageSender service, as the service doesn't have its own user interface. MessageSender Manager must be run from a local drive on the server or Host PC. **It cannot be run from a network drive.** You can also run it by accessing the server or Host PC via Windows Remote Desktop or other remote software.

6.1 About MessageSender

Click on the About button on the toolbar, or select About from the Help menu.

The About screen will then be displayed.

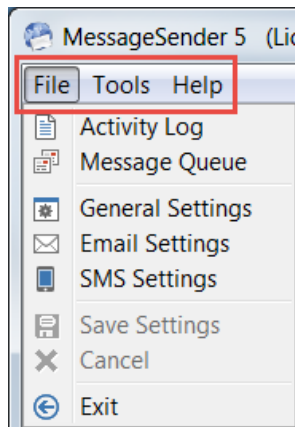


The About screen displays:

- The version of MessageSender you are using.
- Copyright information.
- Who the software is licensed to.

6.2 Menus

You can access most of MessageSender Manager's features via the menus, toolbar or sidebar.



File menu

| | |
|-------------------------|---|
| <i>Activity Log</i> | Displays the MessageSender Activity Log. |
| <i>Message Queue</i> | Displays the MessageSender Message Queue. |
| <i>General Settings</i> | Displays the General Settings screen. |
| <i>Email Settings</i> | Displays the Email Settings screen. |
| <i>SMS Settings</i> | Displays the SMS Settings screen. |
| <i>Save Settings</i> | Save any changes you have made. |
| <i>Exit</i> | Exits MessageSender Manager. |

Tools menu

| | |
|------------------------------|--|
| <i>Install Service</i> | Installs and starts the MessageSender Windows service. |
| <i>Uninstall Service</i> | Stops and uninstalls the MessageSender Windows service. |
| <i>Clear Queue</i> | Clears all messages from the message queue. The cleared messages will not be sent. |
| <i>Remove Message</i> | Removes the <i>selected</i> message from the queue. |
| <i>Remove Email Messages</i> | Removes all messages scheduled for forwarding via email from the queue. |
| <i>Remove SMS Messages</i> | Removes all messages scheduled for |

forwarding via SMS text message from the queue.

Recreate Email Templates

Recreates the default email templates.

Recreate SMS Templates

Recreates the default SMS templates.

Help menu

Help

Displays online help.

Check for New Version

Contacts the Cybercom Software web server and checks to see if there is a newer version available.

Support

Opens the Support web page.

Suggestions

Opens the online Suggestion Box system where you can send suggestions on what new features you would like to see.

Purchase

Opens the MessageSender order page. This option won't appear if you have already purchased MessageSender.

License

Opens the License screen so you can license your copy of MessageSender.

About

Displays information about MessageSender Manager.

6.3 Toolbar

You can access most of MessageSender Manager's features via the menus, toolbar or sidebar.



File menu

Activity Log

Displays the MessageSender activity log.

Message Queue

Displays the MessageSender message queue.

General Settings

Displays the General Settings screen.

Email Settings

Displays the email settings screen.

SMS Settings

Displays the SMS settings screen.

Save Settings

Save any changes you have made.

| | |
|---------------|---|
| <i>Cancel</i> | Cancels any changes you have made. |
| <i>Exit</i> | Exits MessageSender Manager, |
| <i>About</i> | Displays information about MessageSender Manager. |
| <i>Help</i> | Displays online help. |

6.4 Sidebar

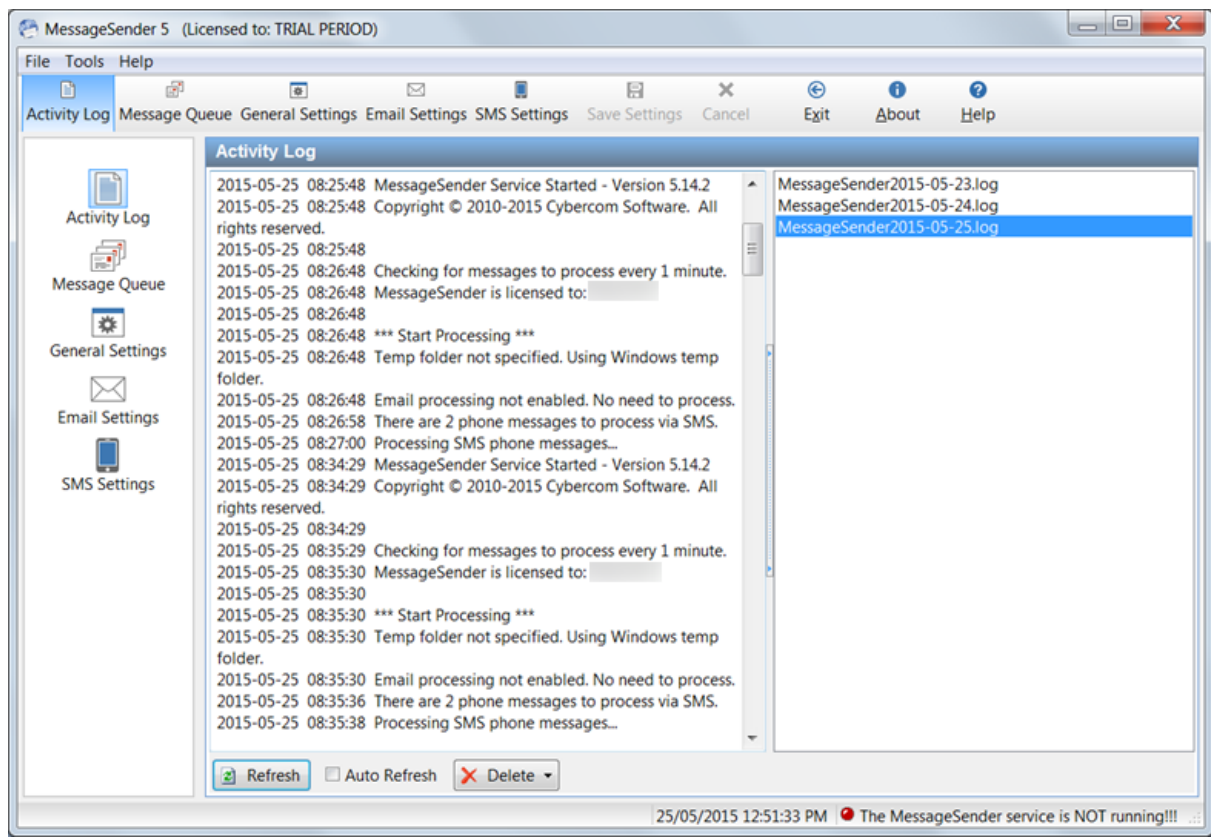
You can access most of MessageSender Manager's features via the menus, toolbar or sidebar.



| | |
|-------------------------|--|
| <i>Activity Log</i> | Displays the MessageSender activity log. |
| <i>Message Queue</i> | Displays the MessageSender message queue. |
| <i>General Settings</i> | Displays the <i>General Settings</i> screen. |
| <i>Email Settings</i> | Displays the email settings screen. |
| <i>SMS Settings</i> | Displays the <i>SMS Settings</i> screen. |

6.5 Activity Log

The *Activity Log* screen provides a convenient way to view the log files created by the MessageSender service. A new log file is automatically created each day. You can select a log using the list on the right.



The log files contain the following information:

- Details of messages forwarded by MessageSender.
- Errors received from mail servers or SMS gateways.
- Problems with the MessageSender configuration.

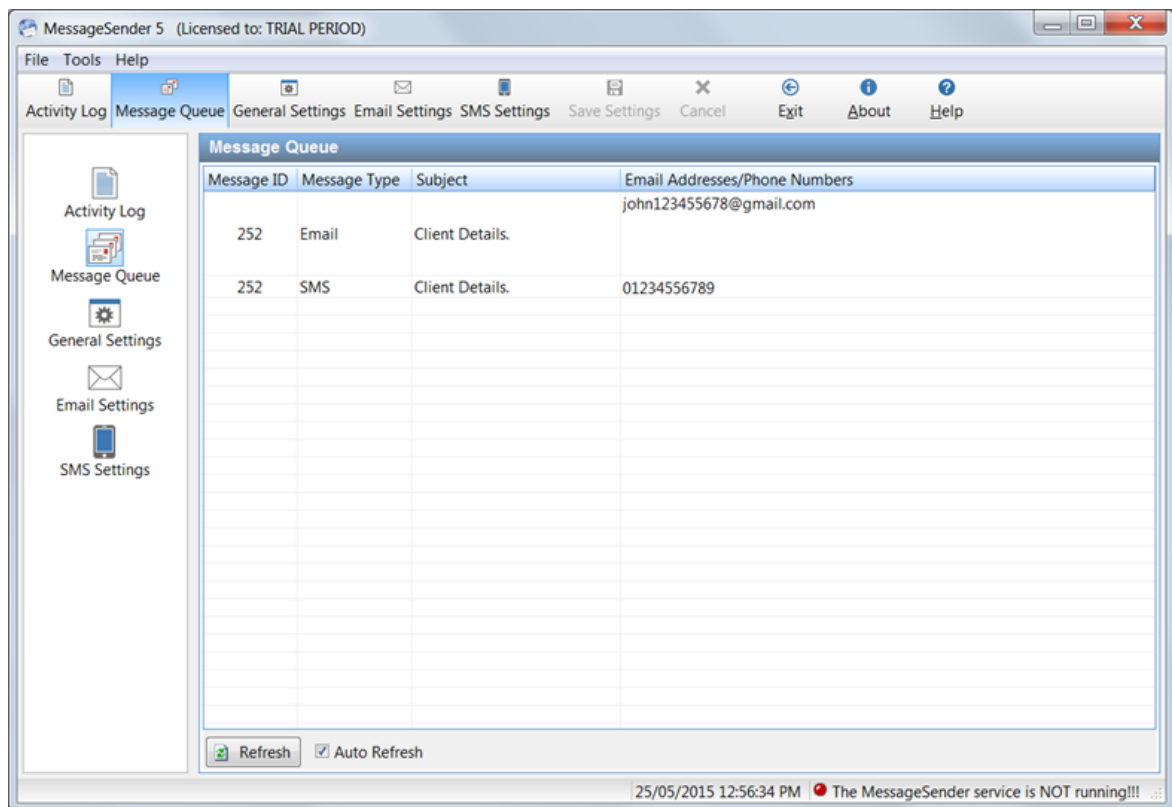
If you find that messages are not being forwarded, check the *Activity Log* for any errors.

The **Refresh** button will reload the select log file. If the **Auto Refresh** checkbox is checked, the message queue list will be automatically refreshed every 5 seconds.

The **Delete** button can be used to delete the selected activity log, or all activity logs.

6.6 Message Queue

The *Message Queue* displays a list of all messages waiting in the forward queue. As messages are processed by the MessageSender service, they will be cleared from the queue.

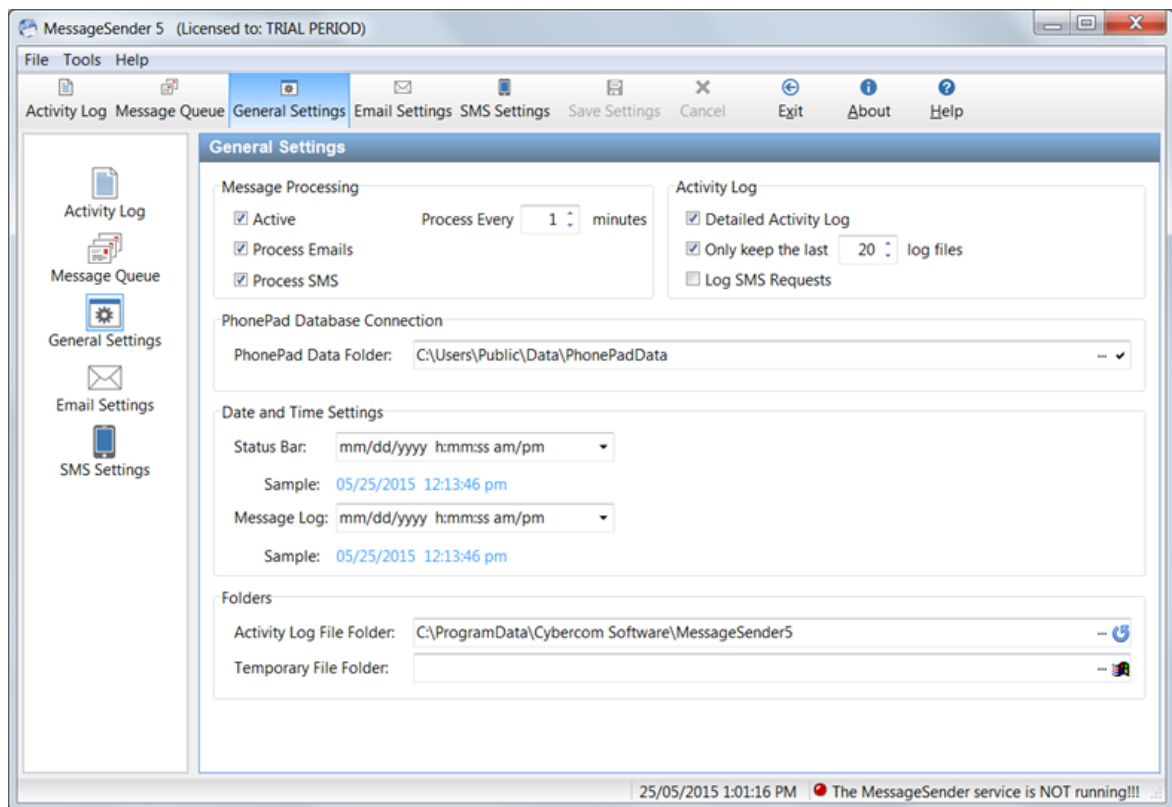


Clicking the **Refresh** button will update the message queue list. If the **Auto Refresh** checkbox is checked, the message queue list will be automatically refreshed every 5 seconds.

Messages can be cleared from the queue (ie. deleted) by selecting **Clear Queue** from the **Tools** menu.

6.7 General Settings

The *General Settings* screen contains settings relevant to the general operation of the MessageSender service and MessageSender Manager.



Message Processing

- Active* When checked, the MessageSender service will process messages in the message queue.
- Process Emails* When checked, the MessageSender service will process messages that are queued to be sent via email.
- Process SMS* When checked, the MessageSender service will process messages that are queued to be sent via SMS.
- Process Every x Minutes* Determines how frequently the MessageSender service should check for messages to process. The default is every 5 minutes.

Activity Log

- Detailed Log* When checked, the activity log will display connection information, authentication responses, etc.
- Only keep the last x files* When checked, MessageSender will automatically delete older activity log files. You can specify the number of activity logs to retain.

PhonePad Database Connection

- PhonePad Data Folder* Specifies the location of the PhonePad database. The

MessageSender service will not be able to process messages unless this folder is specified.

Date and Time Settings

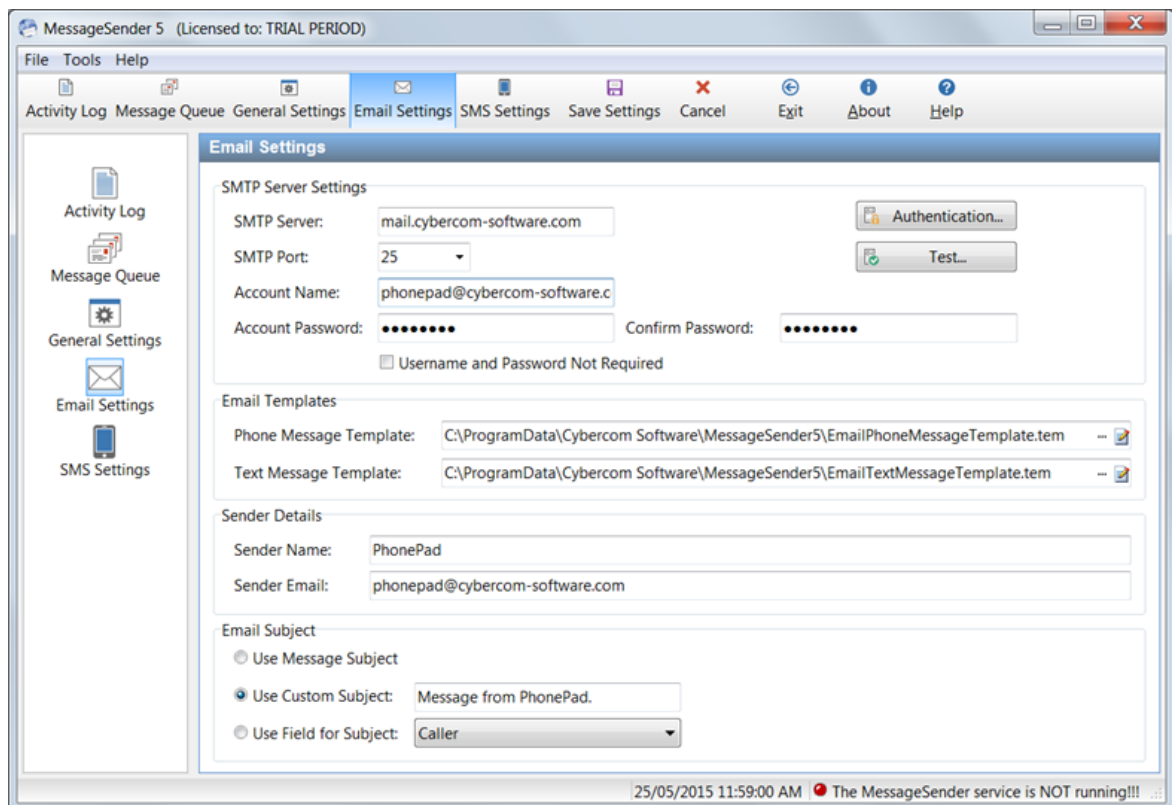
- Status Bar* Specifies the date and time format to display in the status bar.
- Message Log* Specifies the date and time format to use in the message log.

Folders

- Activity Log File Folder* Specifies the location of the Activity Log files. MessageSender Manager should automatically detect the correct folder so it is recommended you don't change this setting.
- Temporary File Folder* Specifies the location of a temporary folder that is used by the MessageSender service. By default, this setting should be blank. It is recommended you don't change this setting.

6.8 Email Settings

The *Email Settings* screen contains all settings relating to forwarding PhonePad messages by email.



SMTP Server Settings

These settings are required if you want MessageSender to forward your PhonePad messages by email.

| | |
|-------------------------|---|
| <i>SMTP Server</i> | This is the Internet address of your mail server, eg. mail.yourcompany.com or smtp.yourcompany.com. |
| <i>SMTP Port</i> | This is the port your mail server expects you to communicate on. This is usually port 25 (but not always). |
| <i>Account Name</i> | <p>This is the email account you want MessageSender to use. You could use an existing account or set up a special account for MessageSender (recommended).</p> <p>Some mail servers use "+" in place of "@" for the account name (whereas the email address uses '@'). For example, <i>phonepad+mycompany.com</i> instead of <i>phonepad@mycompany.com</i>.</p> |
| <i>Account Password</i> | This is the password for the email account. |
| <i>Confirm Password</i> | This is the same password as above. As the password is masked when you enter it, this is to confirm that you have entered the password correctly. |
| <i>Authenticate</i> | Click the Authenticate button to display the SMTP authentication screen. |
| <i>Test</i> | Click the Test button to test your mail server and authentication settings. |

Email Templates

MessageSender uses templates for sending emails. The templates specify the format of the emails and the data that needs to be included. Default templates are included - if these don't meet your requirements then you customize these or create your own.

Any changes you have made to message labels (using the *LabelEditor* utility) will be included in the emails.

| | |
|-------------------------------|--|
| <i>Phone Message Template</i> | This is the template MessageSender uses for sending PhonePad phone messages via email. |
| <i>Text Message Template</i> | This is the template MessageSender uses for sending PhonePad text messages via email. |

Sender Details

These are the details of the sender name and email address that MessageSender will be using to send the emails.

| | |
|---------------------|--|
| <i>Sender Name</i> | The <i>Sender Name</i> can be any name you choose, eg. PhonePad. |
| <i>Sender Email</i> | In most cases the <i>Sender Email</i> should be the same email address used under <i>SMTP Settings</i> , otherwise you may get relay errors from your mail server. |

Email Subject

This setting tells MessageSender what it should use for each email's subject.

| | |
|------------------------------|--|
| <i>Use Message Subject</i> | The Subject field of the message will be used for the email's subject. |
| <i>Use Custom Subject</i> | The text you enter in this field will be used for the email's subject. |
| <i>Use Field for Subject</i> | Data from the selected field will be used for the email's subject. |

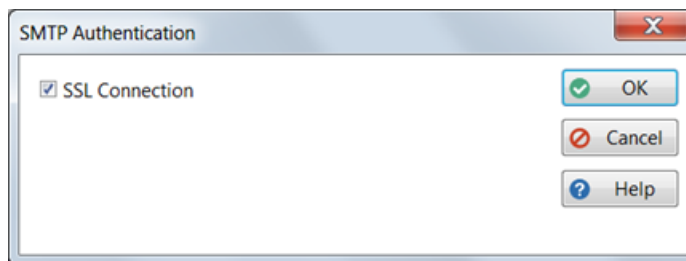
6.8.1 SMTP Authentication

Generally you don't need to worry about which authentication methods your mail server requires. However your SMTP server may have *specific* authentication requirements in regards to secure connections.

The SMTP Authentication screen allows you to configure MessageSender to use SSL connections or not.

To open the *SMTP Authentication* screen:

1. Select **Email Settings** from the sidebar.
2. Click on the **Authentication** button.

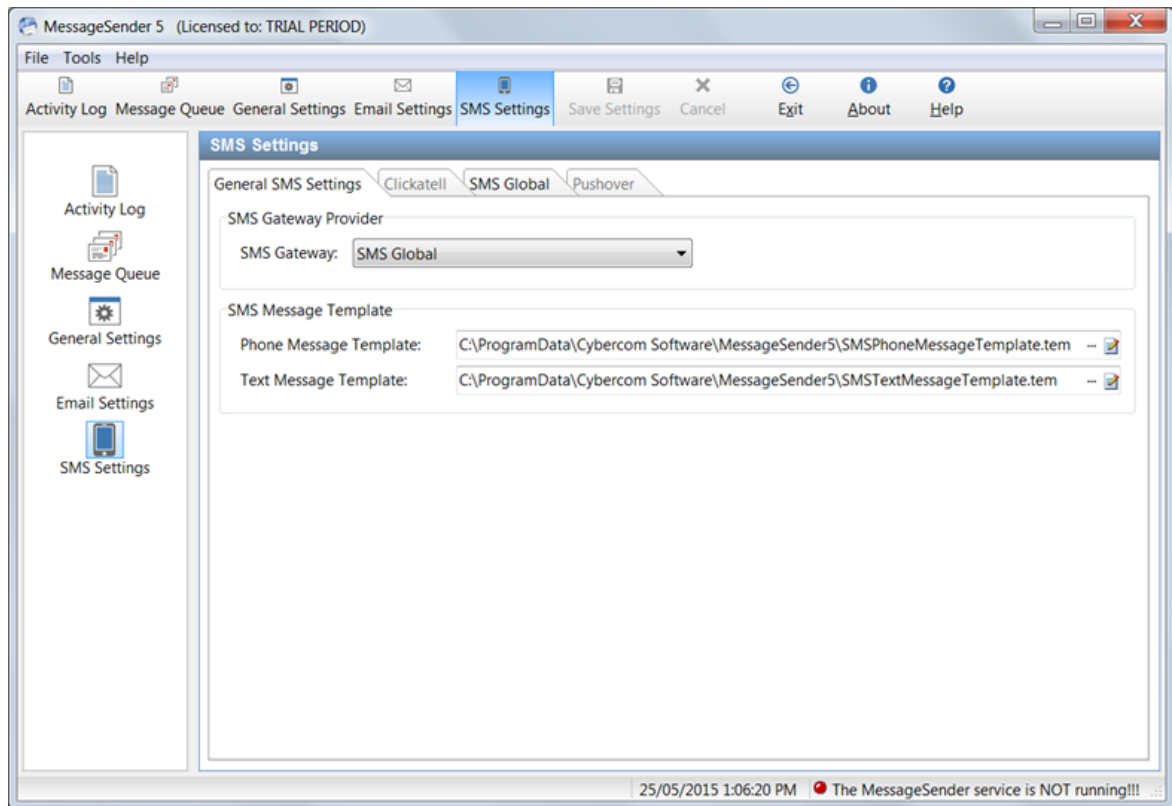


3. Check the SSL Connection check box if your mail server requires a secure connection, or uncheck it if it doesn't.

6.9 SMS Settings

The *SMS Settings* screen contains all settings relating to forwarding PhonePad messages by SMS.

Using the drop-down menu, select the SMS Gateway you want to use.



SMS Gateway Provider

SMS Gateway This is the SMS Gateway Provider MessageSender will be using to send PhonePad messages via SMS. You will need an account with the selected provider.

SMS Message Templates

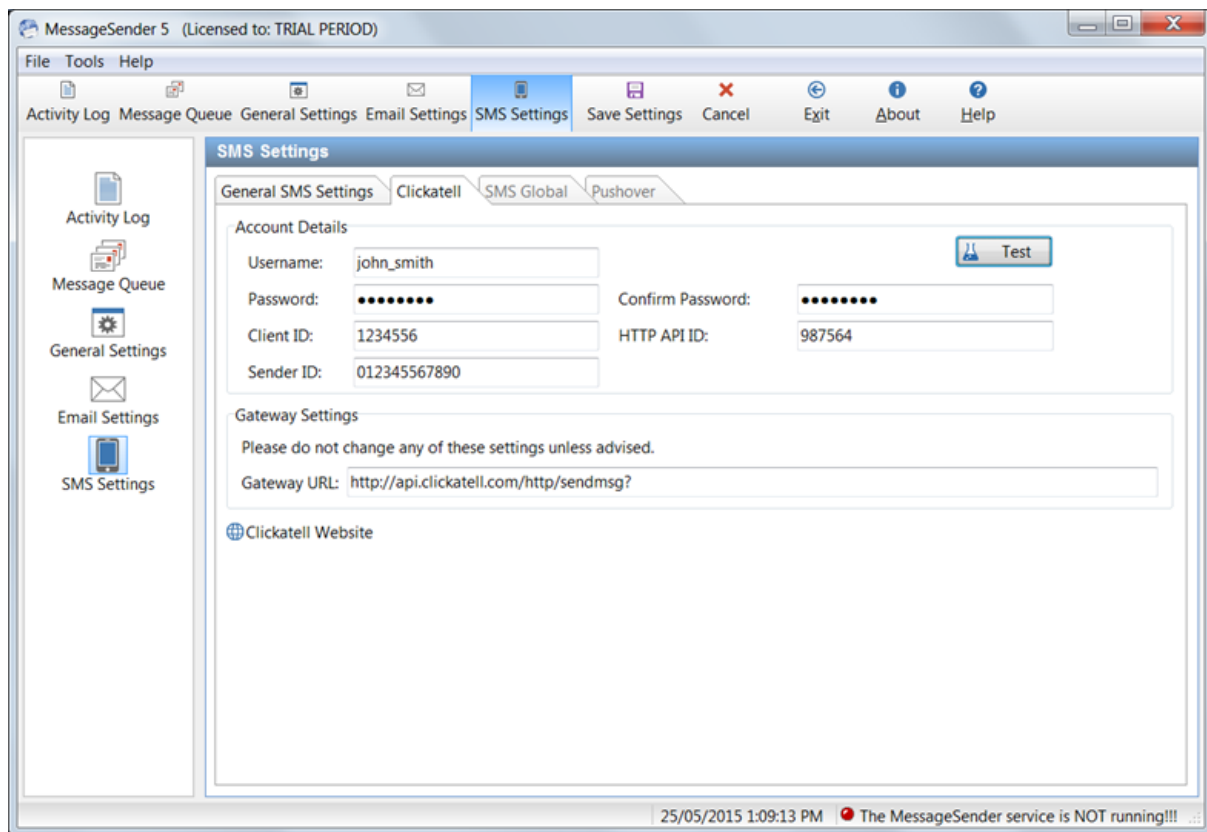
Phone Message Template This is the template MessageSender uses for sending PhonePad phone messages via SMS.

Text Message Template This is the template MessageSender uses for sending PhonePad text messages via SMS.

6.9.1 Clickatell

You will need to complete the settings on this screen if you are using Clickatell to send PhonePad messages by SMS.

If you don't have an account with Clickatell, you can open one by visiting their website. Details are available [here](#).



Account Details

These are the details of the sender name and email address that MessageSender will be using to send the text messages.

Username This is the username for your Clickatell account.

Password This is the password for your Clickatell account.

Confirm Password This is the same password as above. As the password is masked when you enter it, this is to confirm that you have entered the password correctly.

Account ID This is the Account ID provided by Clickatell.

HTTP API ID You will be given an API ID for HTTP.

Sender ID Depending on where you are located, you may not need to provide this information. If you are located in the US, you would normally have to enter the cell phone number you have registered with Clickatell.

Gateway Settings

These are the details of the sender name and email address that MessageSender will be using to send the emails.

Gateway URL

This is the Internet link that MessageSender uses to communicate with the Clickatell's system. Don't change this unless you are advised to by Support.

Clickatell Website

Clicking this link to take you to the Clickatell website.

Testing Your Settings

Click the **Test** button to test your Clickatel settings. The following screen will be displayed:

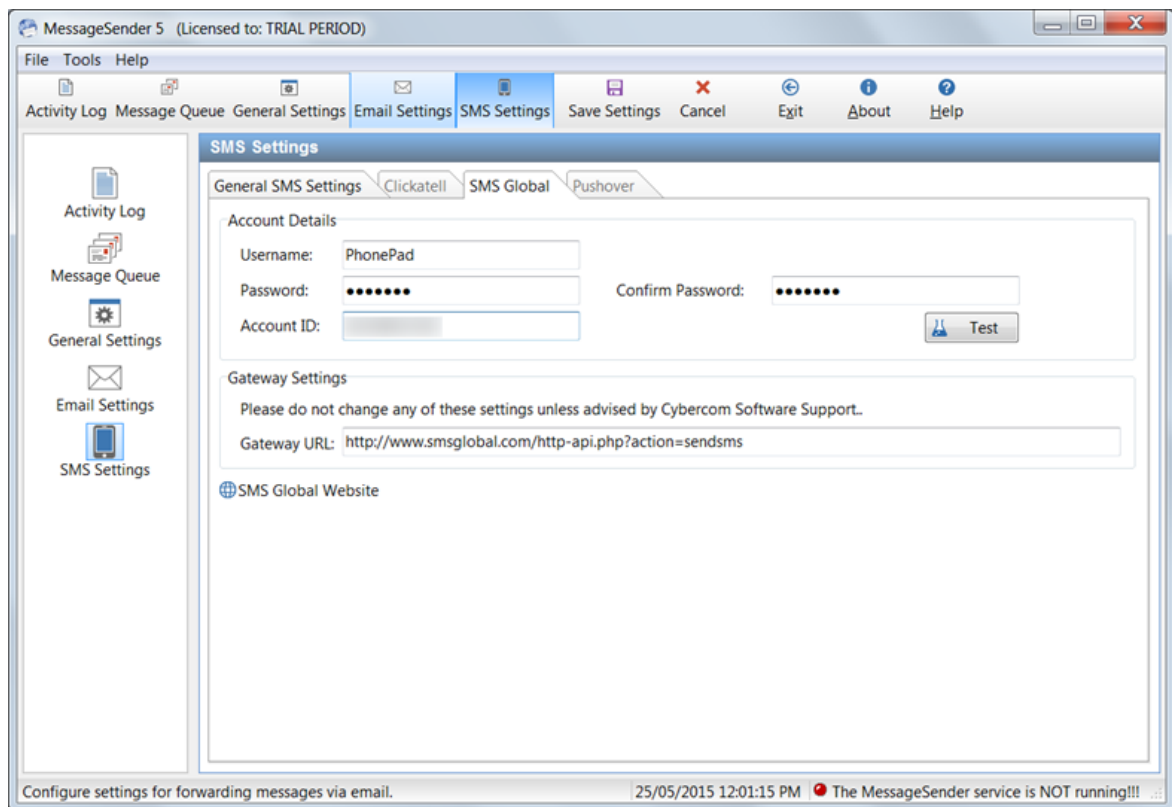


Enter the phone number for your cell/mobile phone, including the country code. A default message will also be displayed, which can be changed as well. Click the **Send** button to send a test SMS text message. If your settings are correct, and *MessageSender Manager* successfully passes the message through your firewall, you should receive a text message on the mobile/cell phone number.

6.9.2 SMS Global

You will need to complete the settings on this screen if you are using SMS Global to send PhonePad messages by SMS.

If you don't have an account with SMS Global, you can open one by visiting their website. Details are available [here](#).



Account Details

These are the details of the sender name and email address that MessageSender will be using to send the text messages.

Username This is the username for your SMS Global account.

Password This is the password for your SMS Global account.

Confirm Password This is the same password as above. As the password is masked when you enter it, this is to confirm that you have entered the password correctly.

Account ID This is the Account ID provided by the SMS Global.

Test Click the **Test** button to set you account settings. If successful, you should receive an SMS text message on your mobile/cell phone.

Gateway Settings

These are the details of the sender name and email address that MessageSender will be using to send the emails.

Gateway URL This is the Internet link that MessageSender uses to communicate with the SMS Global's system. Don't change this unless you are advised to by Support.

SMS Global Website Clicking this link to take you to the SMS Global website.

Testing Your Settings

Click the **Test** button to test your SMS Global settings. The following screen will be displayed:

The image shows a Windows-style dialog box titled "SMS Global Test". It has a standard title bar with a close button (X) in the top right corner. The dialog contains a text input field labeled "Mobile/Cell Phone No:" with a masked number "011-1111-1111". Below this is a text area labeled "Test Message:" containing the text "This is a test message from MessageSender.". To the right of the text area are two buttons: "Send" and "Close". At the bottom left, there is an information icon (i) followed by the text: "If the test is successful, you should receive an SMS text message on the phone number above."

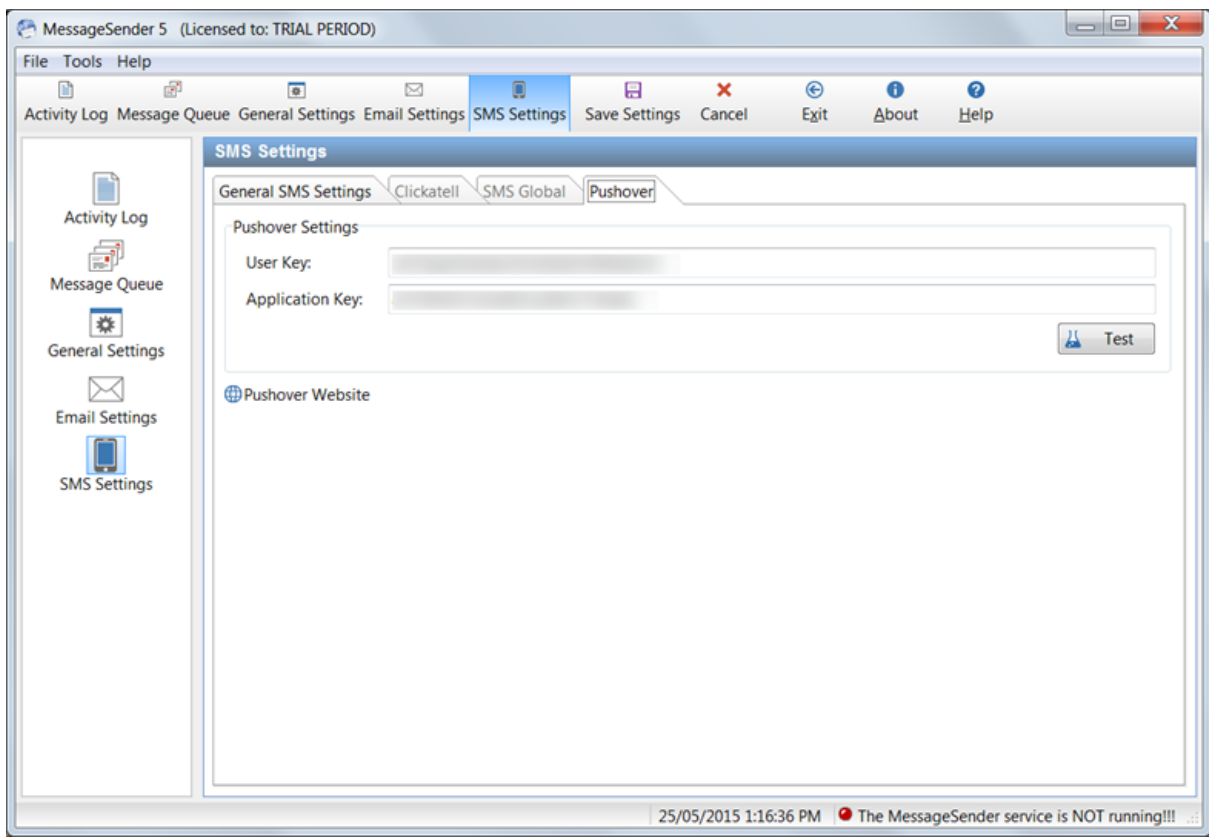
This screen inserts your **Account ID** by default, which is usually your registered mobile/cell phone number. You can change this if you like. A default message will also be displayed, which can be changed as well. Click the **Send** button to send a test SMS text message. If your settings are correct, and *MessageSender Manager* successfully passes the message through your firewall, you should receive a text message on the mobile/cell phone number.

6.9.3 Pushover

Although not really an SMS gateway, Pushover performs a similar function. Message recipients will need to have the Pushover apps installed on their iOS or Android device. One of the advantages of using Pushover is that you can send messages to any mobile device that has an Internet connection (eg. phones and tablets). The device doesn't have to be a phone..

You will need to complete the settings on this screen if you are using Pushover to send PhonePad messages to mobile devices.

If you don't have an account with Pushover, you can open one (it's free) by visiting their website. Details are available [here](#).



Account Details

These are the details of the sender name and email address that MessageSender will be using to send the text messages.

Application Key

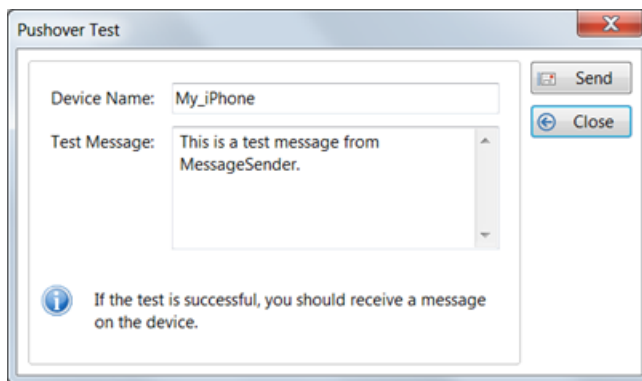
This is the **Application Key** in your account. You will need to register MessageSender as an application under your account.

User Key

This is the **User Key** you get when you open an account with Pushover.

Testing Your Settings

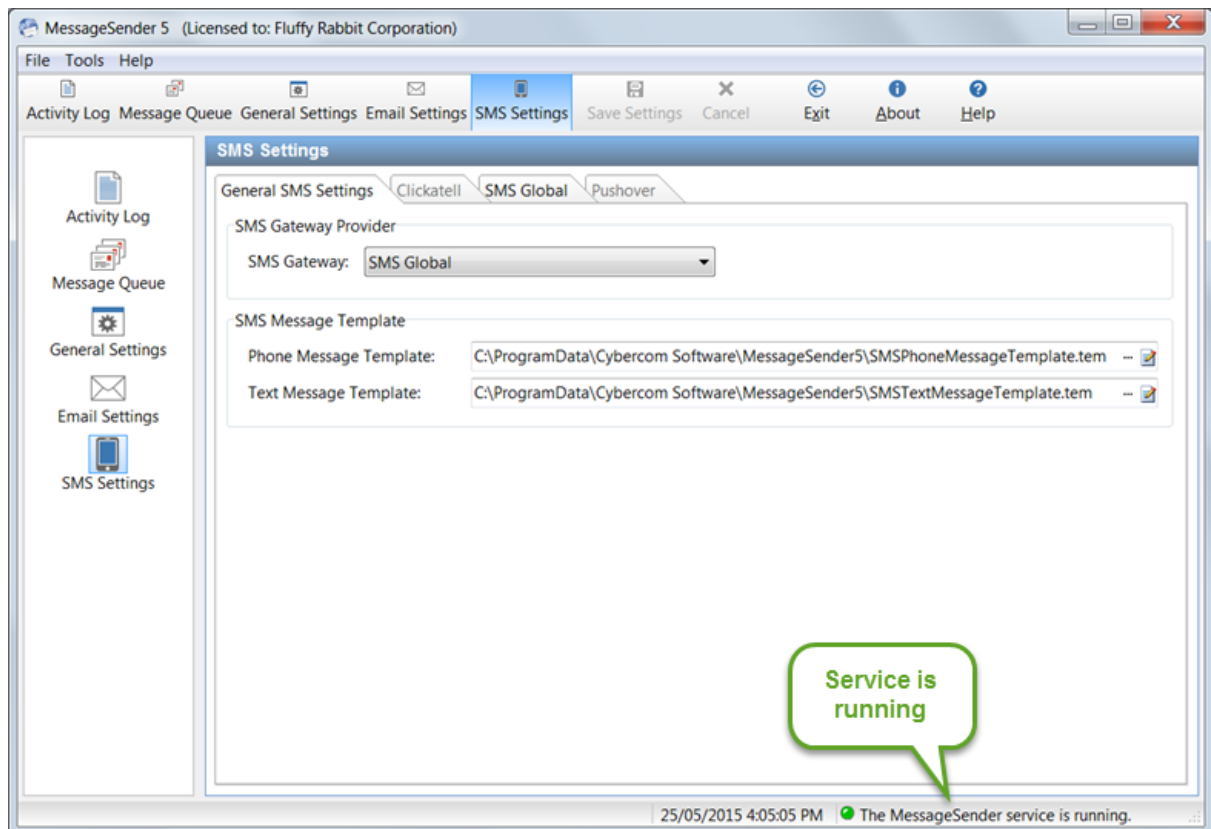
Click the **Test** button to test your Pushover settings. The following screen will be displayed:



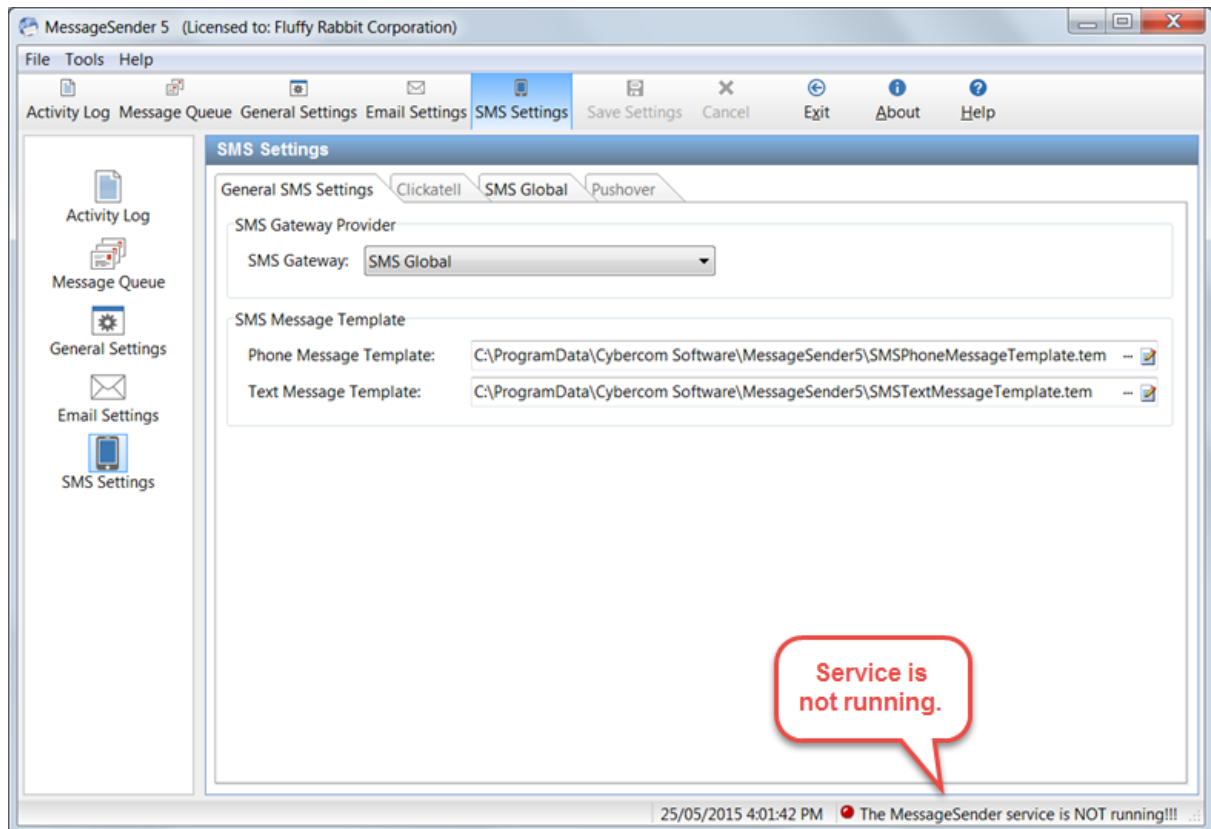
You will need to enter a Device Name. This is one of the devices registered under your Pushover account. The device will need to have the Pushover iOS or Android app installed to receive the test message.

6.10 MessageSender Service Status

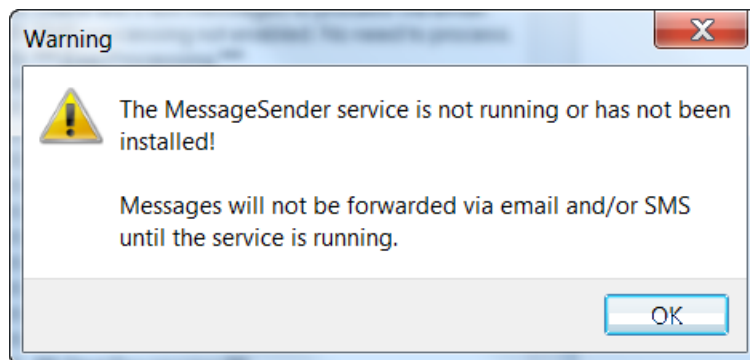
The MessageSender Service must be running for MessageSender to work. You can easily check the status of the service by looking at the status bar.



If the service is running, a green status indicator will be showing. If the service is not running, a red status indicator will be displayed.



If the service is not running when you start *MessageSender Manager*, a warning message will be displayed.



6.11 File Location

MessageSender 5 stores a number of important files under the Windows common data folder (eg. `C:\ProgramData\Cybercom Software\MessageSender5`). These files are essential to MessageSender's operation:

- MessageSender.ini

- EmailPhoneMessageTemplate.tem
- EmailTextMessageTemplate.tem
- SMSPhoneMessageTemplate.tem
- SMSTextMessageTemplate.tem

Activity log files are automatically created in this folder, as well as any message templates you create.

6.12 Purchasing MessageSender

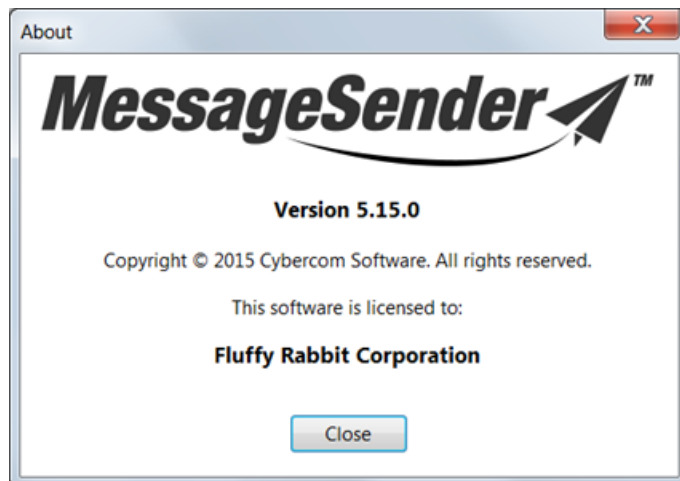
You can purchase MessageSender online. Just click the **Purchase** button on the Trial Period screen, or select **Purchase** from the **Help** menu.

Ordering online from the Cybercom Software website is completely safe and secure. Once you have purchased MessageSender you will receive your license details within a couple of minutes (check your Spam or Junk Mail folder if you don't receive it).

Click the **License** button on the Trial Period screen, or select **License** from the **Help menu** to license MessageSender.

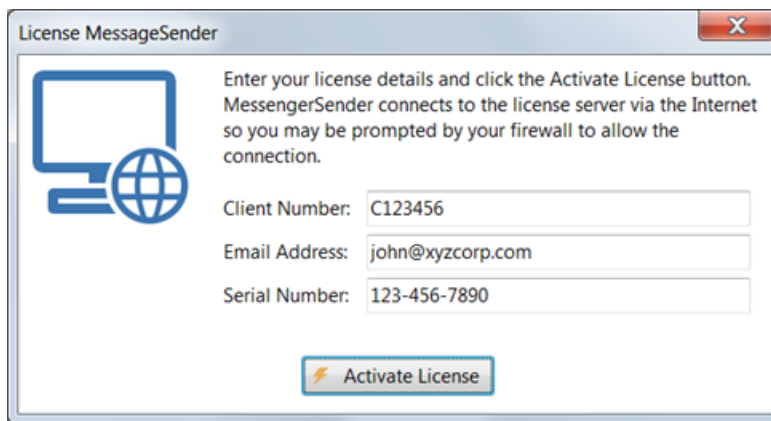
There is no need to reinstall MessageSender after purchasing it. The license information will convert your existing MessageSender installation from a trial version to a fully licensed version.

Your license details will be displayed on the **About** screen (click the **About** button on the toolbar or select **About** from the **Help** menu).



6.13 Licensing MessageSender

When you purchase MessageSender you will receive your license details by email. You can license MessageSender by clicking the **License** button on the Trial Period screen, or by selecting **License** from the **Help** menu.



Enter your license details into the fields as show above, then click the **Activate License** button.

MessageSender will connect to the license server over the Internet and download your license and install it. A message should be displayed once this has been completed.

7 SMS Gateway Providers

MessageSender can automatically forward PhonePad messages to cell/mobile phones via SMS. However, you will need an account with an *SMS Gateway Provider*. MessageSender currently supports these SMS Gateway Providers:

- Clickatell - A popular SMS Gateway provider - www.clickatell.com
- SMS Global - Another popular SMS Gateway provider - www.msglobal.com
- Pushover - Not really an SMS Gateway provider but it provides a similar service - www.pushover.net


More providers will be added in future releases.

7.1 SMS Global

SMS Global provide SMS gateway services for most countries via their MXT web messaging platform. It costs nothing to set up an account with them. It works on a credit system where you purchase the number of message credits, so you only pay for the SMS messages you send.

Setting Up an Account with SMS Global

1. Go to the SMS Global website: www.msglobal.com/sign-up
2. Fill in your details to create your account.



[solutions](#)
[pricing](#)
[apis](#)
[support](#)
[contact](#)
[login](#)

Get started with a free SMSGlobal account

Sign up within seconds. No credit card required.

First Name

Last Name

Email

Country

Password

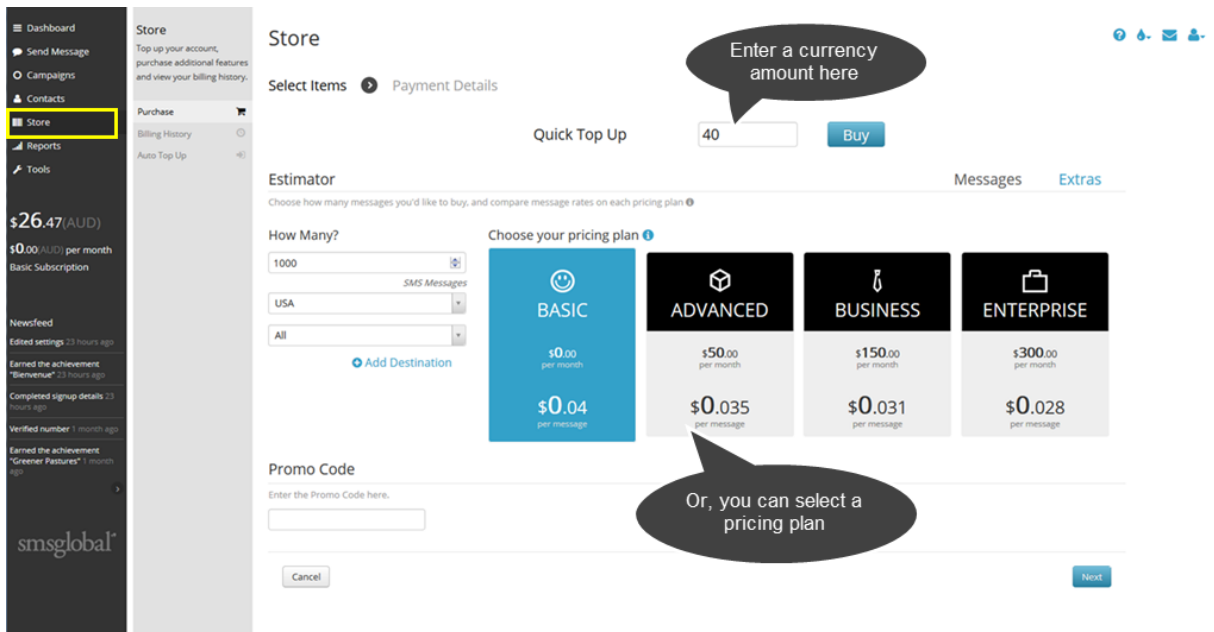
Repeat Password

☐ I have read and agree to the [terms and conditions](#)

Mobile Number (for verification)

Questions? Feel free to [contact us](#)

- If you are in the US please note that the country will be listed as USA, not United States.
- Once your account is set up, select Store from the menu on the left.
- You can purchase some SMS credits by entering a currency amount and clicking the Buy button, or by selecting a plan.



Store

Top up your account, purchase additional features and view your billing history.

Purchase

Billing History

Auto Top Up

Quick Top Up

Enter a currency amount here

40

Estimator

Choose how many messages you'd like to buy, and compare message rates on each pricing plan

How Many?

1000

SMS Messages

USA

All

[Add Destination](#)

Choose your pricing plan

| BASIC | ADVANCED | BUSINESS | ENTERPRISE |
|--------------------|---------------------|---------------------|---------------------|
| \$0.00 per month | \$50.00 per month | \$150.00 per month | \$300.00 per month |
| \$0.04 per message | \$0.035 per message | \$0.031 per message | \$0.028 per message |

Promo Code

Enter the Promo Code here.

Or, you can select a pricing plan

6. The cell/mobile number you verified will be used in MessageSender as the **Account ID** (see Tools/Verified Numbers).

The screenshot shows the 'Verified Numbers' page in the SMS Gateway Providers dashboard. The sidebar on the left has a 'Tools' menu item highlighted. The main content area shows a table with one entry:

| Number | Status | Actions |
|--------------|----------|---------------|
| 999 555 6666 | Verified | Verify Delete |

7. Select **Tools/API Keys** and add an API Key for HTTP.

The screenshot shows the 'API Keys' page in the SMS Gateway Providers dashboard. The sidebar on the left has a 'Tools' menu item highlighted. The main content area shows a form for adding a new API key:

API Keys

[Add New API Key](#)

HTTP/SMPP API Key

| | |
|----------|------------|
| Username | MyUsername |
| Password | mypassword |

Rest API Keys

8. The **Username** and **Password** will be used in the MessageSender settings.

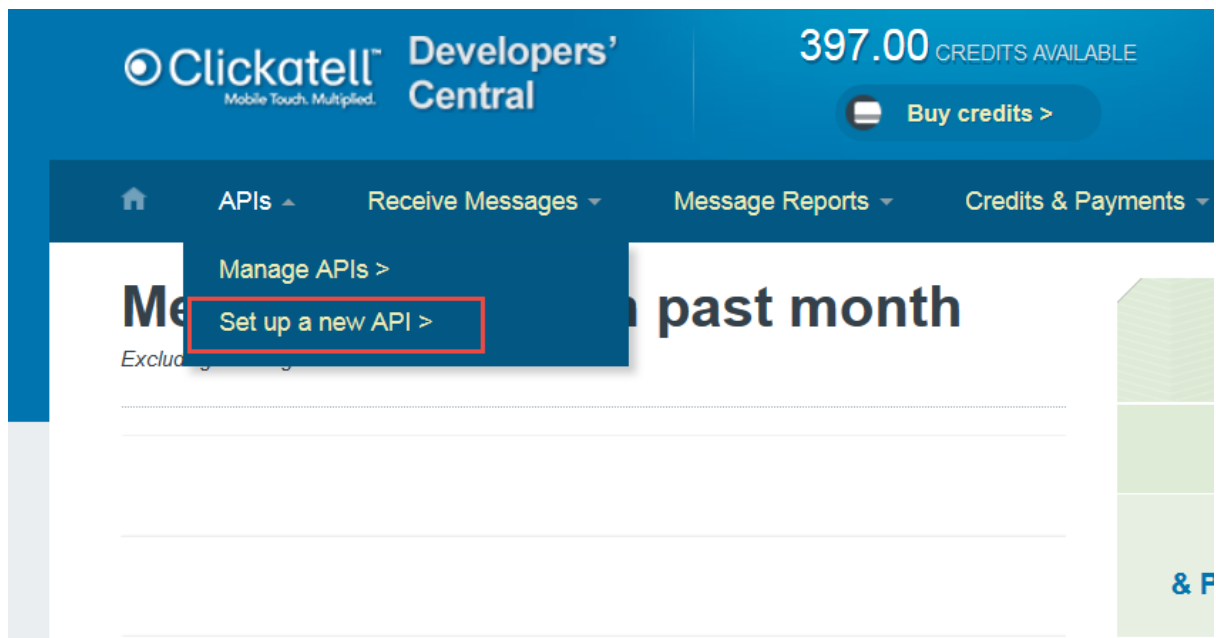
7.2 Clickatell

Clickatell provide SMS gateway services for most countries via their web messaging platform. It costs nothing to set up an account with them. It works on a credit system where you purchase the number of message credits, so you only pay for the SMS messages you send.

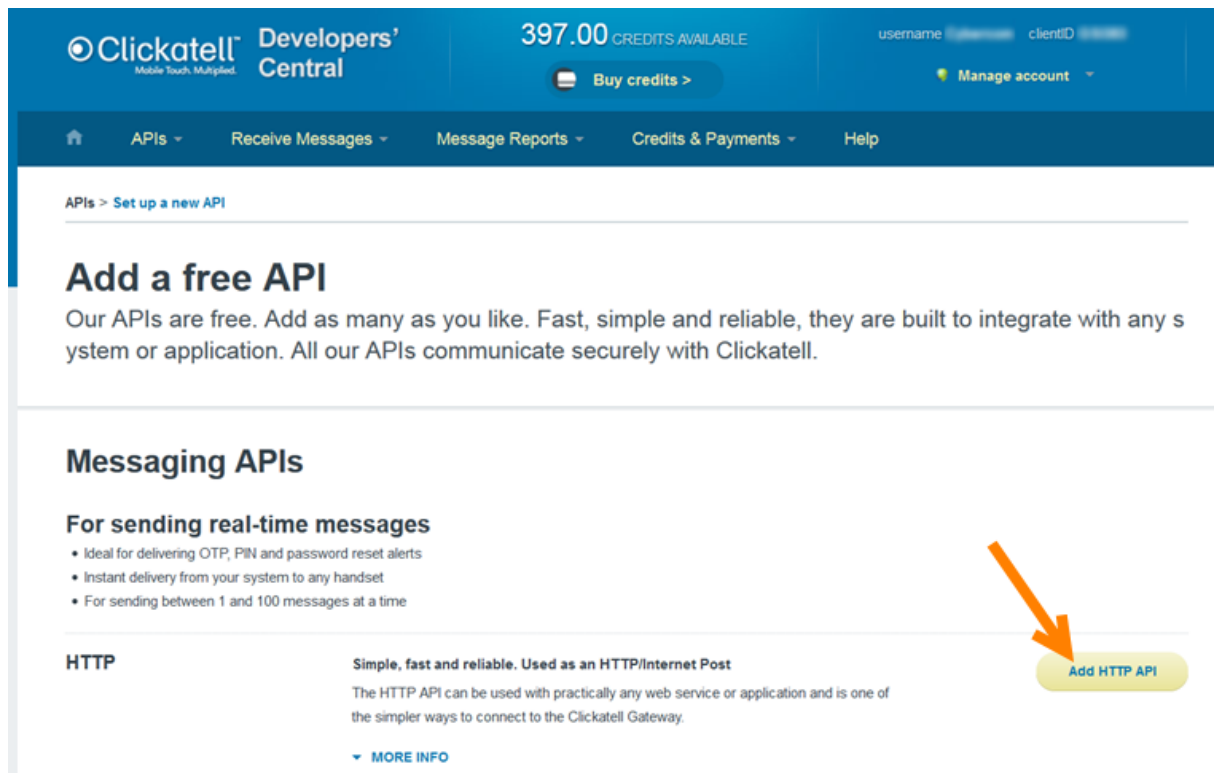
Setting Up an Account with Clickatell

1. Go to the Clickatell sign up page: <https://www.clickatell.com/register>
2. Select Developers' Central.
3. Choose an option appropriate for your country.
4. Complete the details requested.

5. Once you have set up your account, select *Set Up a New API* from the *APIs* menu.



6. Click the Add HTTP API button.



7. Record the API ID. You will need this for setting up MessageSender.

The screenshot shows the Clickatell Developers' Central interface. At the top, the Clickatell logo is on the left, and '397.00 CREDITS AVAILABLE' is on the right with a 'Buy credits >' button. Below this is a navigation bar with links: Home, APIs, Receive Messages, Message Reports, and Credits & Payments. The main content area shows the path 'APIs > Set Up API'. The title 'HTTP HTTP API, ID: 1234567890' is prominently displayed. Below the title are links for 'Info & Help' and 'Edit Settings'. A green checkmark icon is followed by the text 'Your HTTP API was successfully set up'. Below this, the API details are listed: API ID 1234567890, Name HTTP API (with an edit link), and Type HTTP.

Clickatell™ Mobile Touch. Multiplied. Developers' Central

397.00 CREDITS AVAILABLE [Buy credits >](#)

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APIs > [Set Up API](#)

HTTP HTTP API, ID: 1234567890

[Info & Help](#) [Edit Settings](#)

✓ **Your HTTP API was successfully set up**

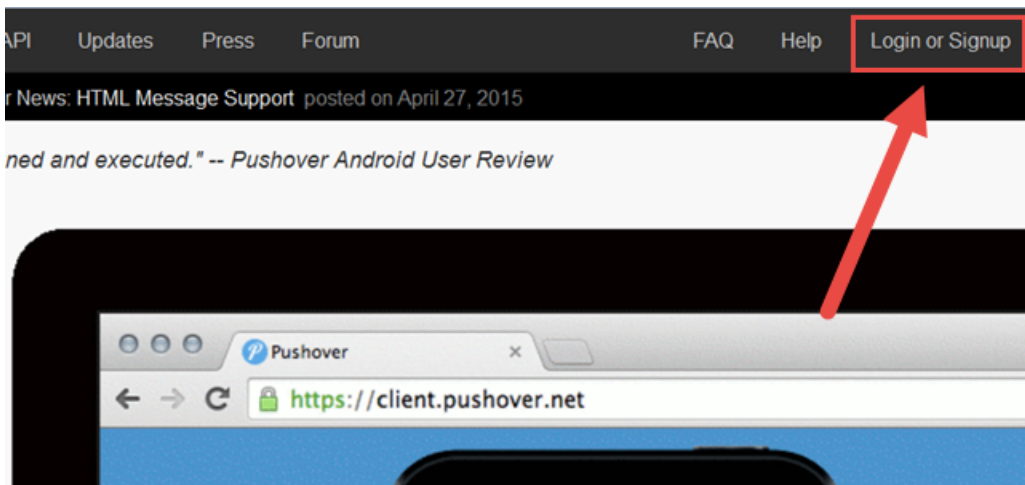
API ID 1234567890
Name HTTP API [edit](#)
Type HTTP

7.3 Pushover

Pushover provides an easy way of sending text messages without using an SMS network. Currently you can send 7500 text messages per month for free with Pushover and MessageSender.

Setting Up an Account with Pushover

1. Go to the Pushover website: www.pushover.net
2. Locate the **Login** or **Signup** link.



1. Once your account has been set up, you will receive a **User Key**.


Your User Key

To receive notifications from a Pushover-powered [application](#), service, or website, just supply your user key:

To receive Pushover notifications from e-mails, [send an e-mail](#) to:

2. Copy and paste the **User Key** to the **User Key** field on the Pushover settings screen in MessageSender.
3. You will need to register MessageSender as one of your applications. Scroll down until you get to the **Your Applications** section.
4. Click **Register an Application**.

Your Applications [\(Register an Application\)](#)

| Name | Description |
|---|---|
|  TextMessenger | Send text messages from your desktop or laptop. |

Your Delivery Groups [\(Create a Group\)](#)

No delivery groups created yet. [Want to create one?](#)

5. The **Create New Application/Plugin** page will be displayed.

Pushover Android, iOS, & Desktop Apps & Plugins API Updates Press Forum FAQ Help Settings

Latest Pushover News: [HTML Message Support](#) posted on April 27, 2015

Create New Application/Plugin

To start pushing notifications with Pushover, you'll need to create an Application and get a unique [API key](#). Each website, service, application, plugin, etc. may only be registered once. Applications are currently limited to 7,500 messages per month. Additional message capacity may be purchased after creating an application. For more on monthly limits, see [our pricing page](#).

Application Information

- Name:**
This name should be short (20 character maximum), such as "Nagios", "Adium", or "Network Monitor". If messages are sent with no title, this is displayed. Cannot be changed once created.
- Type:**
- Description:**
URL:
If this is a public app/plugin, you can include a URL to point to a homepage, Github repo, or anything else related to the app.
- Icon:** MessageSenderIcon.png
To customize your app's notifications, upload a 72x72 icon in PNG format (transparent background preferred). Any images not 72x72 will be automatically resized.
- ☒ By checking this box, you agree that you have read our [Terms of Service](#) and our [Guide to Being Friendly to our API](#).
-

6. Under **Name**, enter **MessageSender** (1).

7. Select **Application** as the **Type** (2).

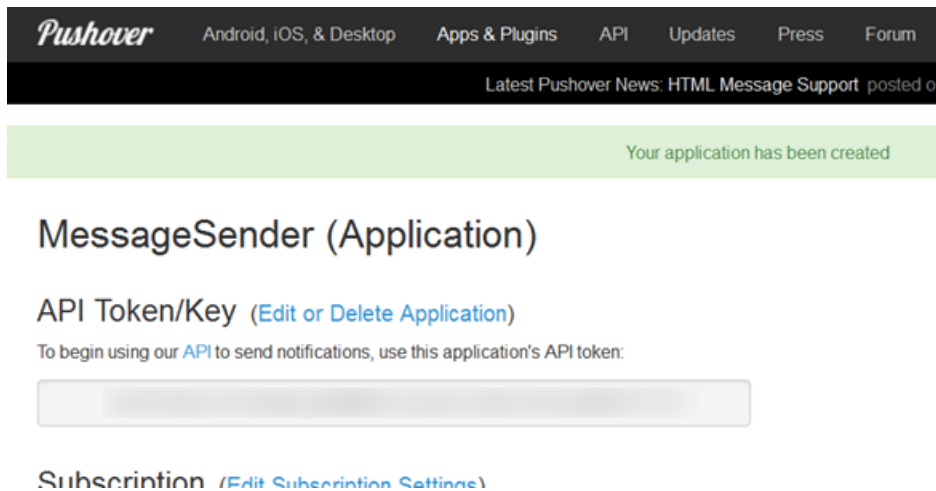
8. You can enter a **Description** and/or **URL** if you want but this is optional (3).

9. If you would like the MessageSender icon displayed in your iOS and/or Android app, click the **Browse** button and navigate to the **Icon** folder (it's under the MessageSender folder) (4).

10. Check the **Terms of Service** check box (5).

11. Click the **Create Application** button (6).

12. An Application Key (API Token/Key) will be created and displayed.



13. Copy and paste the key into the Application Key field on the Pushover settings screen in MessageSender.

14. That's it!

You will also need to download the Pushover app to your iOS or Android devices. They come with a free 7-day trial and they cost around \$5 (USD) to buy. The great news is you only have to buy them once for each platform. After that they are free for any other devices on the same platform.

Pushover iOS app

Pushover Android app

8 Version History

| | |
|--------------|--|
| Version 5.15 | <p>MessageSender now automatically uses the correct SMTP authentication when communicating with mail servers.</p> <p>Removed authentication settings because it is now automatic.</p> <p>Added support for Pushover.</p> <p>This version now has a 30 day trial period.</p> <p>Fixed minor issues.</p> |
| Version 5.14 | <p>Added a Sender ID field for Clickatell. U.S. customers are required by Clickatell to provide a mobile/cell phone number that they have registered with Clickatell.</p> |
| Version 5.13 | <p>Fixed an issue with Clickatell SMS's not working due to a parameter change by Clickatell.</p> <p>Added an API ID field for Clickatell.</p> <p>Added a Test button for Clickatell.</p> |
| Version 5.12 | <p>Fixed issue with the MessageSender service not recognizing changed settings until the service was restarted. Now it will accept the changes immediately.</p> |

| | |
|--------------|--|
| | Added option to automatically delete older activity log files. |
| Version 5.11 | Added SMS test message option for SMS Global. Added check to see if MessageSender service is running. Added option to override email username and password requirement. |
| Version 5.10 | Added loading and saving of main form size and position. Added menu options for recreating default message templates. Added button for validating PhonePad data folder setting. |
| Version 5.09 | Fixed issue with Activity Log. Fixed screen refresh issue that sometimes occurs on Windows 7 machines. |
| Version 5.08 | Repositioned Delete button. |
| Version 5.07 | Minor Fixes |
| Version 5.06 | Added option for deleting individual queue items. Added temp folder edit field. Increased refresh timer. Fixed display issues. Expanded activity log messages for processing messages to identify message type and transport mechanisms. Blank lines were being added to email recipient lists where there were blank lines entered in the PhonePad redirection option - FIXED. Added encoding options to the service for use in the future. No options were added to MessageSender Manager. Added check to make sure that the ForwardQueue table exists. Improved error trapping. Added unique error code for each exception. Fixed issue where email recipients were sometimes not being added correctly. |
| Version 5.05 | Added Test option for testing email authentication settings. Changed activity log delete button to allow deletion of all logs, or just individual ones. Added log message to advise user that the MessageSender service must be installed on the same computer as the database. This appears if MessageSender can't find the data folder. Added check to only clear message queue if messages have been successfully processed. MessageSender now checks the response code from the mail server and adds message to be cleared only if response code 250 is received. Changed the way recipients are added to emails. Changed the formatting of some log messages. Add an activity log message that advises that the MessageSender is not active if it is not active. |
| Version 5.04 | Added SMTP Authentication methods. Added Cancel Settings button. |
| Version 5.03 | Minor bug fixes. |
| Version 5.02 | Added MessageSender 5 Share Creator. |
| Version 5.01 | Added AutoRefresh option for Activity Log. Added AutoRefresh option for Message Queue. Redesigned Message Queue list. |

Version 5.00 Initial version.

Index

- 3 -

30-day trial period 12

- A -

About 28, 29, 30, 46
Account Details 38, 40
Account ID 38, 40
Account Name 35
Account Password 35
Activate License 46
Active 19, 33
Activity Log 29, 30, 31
Activity Log File Folder 33
Activity Log Files 33
administrator rights 11
Android 42
Application Key 42, 52
Authentication 17, 37
authentication requirements 17
Automatic 17
Automatic Message Forwarding 4
automatically forward 47
automatically forward messages 15, 18
AutoRefresh 55

- C -

Clear Queue 29, 32
Clickatell 38, 47
Clickatell Website 38
configure 14, 15
Confirm Password 35, 38, 40
Continue 12
Copyright 28

- D -

Data Connection 14
data folder 13
Database Connection 14
Date and Time Settings 33

default templates 18, 20
Destination Location 5

- E -

EHLO 17
email 4
email account 15
email address 15
Email Settings 15, 17, 29, 30, 31, 35
Email Subject 15, 35
Email Templates 15, 35
Exit 29, 30
Explicit 17

- F -

File menu 29, 30
free 30-day trial period 12
fully licensed 46

- G -

Gateway Settings 38, 40
Gateway URL 38, 40
General Settings 14, 19, 29, 30, 31, 33

- H -

Help 29, 30
Help menu 29

- I -

Implicit 17
Install Service 11, 29
Installation 4
Installing 4
iOS 42

- L -

LabelEditor 35
License 12, 46
License Agreement 5
license details 46

licensed 28

- M -

mail server 15

menus 29

Message Log 33

Message Queue 29, 30, 31, 32, 55

message template 20, 25

Message Templates 15, 18, 20

messages 20

MessageSender 5, 17, 18, 20, 47

MessageSender 5 Share Creator 55

MessageSender Manager 4, 11, 17, 20, 25, 33

MessageSender Service 31, 33, 44

MessageSender Windows service 4

MessageSender5Setup.exe 5

- N -

New 20

None 17

- P -

Password 38, 40

Phone Message Template 35, 37

PhonePad 4

PhonePad Data Folder 13, 14, 33

PhonePad database 13

PhonePad Database Connection 14, 33

PhonePad messages 47

Process Emails 19, 33

Process SMS 19, 33

purchase 12, 46

Pushover 42, 52

Pushover Android app 52

Pushover iOS app 52

- R -

Refresh 31, 32

- S -

SASL 17

Save Settings 29, 30

Sender Details 15, 35

Sender Email 35

Sender Name 15, 35

Service 44

Services 11

Services.msc 11

Setting Up an Account 47, 50

Setting Up an Account with Clickatell 50

Setting Up an Account with Pushover 52

Setting Up an Account with SMS Global 47

setup program 5

sidebar 14, 15, 18

SMS 4, 18, 37

SMS Gateway 37

SMS Gateway Provider 18, 37, 47

SMS Global 40, 47

SMS Global Website 40

SMS Message Templates 18, 25, 37

SMS messages 19

SMS provider 18

SMS Settings 18, 29, 30, 31, 37

SMS text message 18

SMTP Port 35

SMTP Server 35

SMTP Server Settings 15, 35

SMTP Settings 35

SSL 17

SSL 2 17

SSL 3 17

SSL Connection 37

Start Menu Folder 5

STARTTLS 17

static text 20

status 44

Status Bar 33

Subject 15

- T -

template 20

Template Editor 25

Template Tags 20, 25

templates 18, 35

Template Editor 20

Test 17, 40, 42

Text Message Template 35, 37

TLS 17

toolbar 30

Tools 11

Tools menu 29, 32
Trial Period 12, 46

- U -

Uninstall Service 29
Use Custom Subject 15, 35
Use Field for Subject 15, 35
Use Message Subject 15, 35
User Key 42, 52
Username 38, 40

- W -

Welcome screen 5



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