

User Guide

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

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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.

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- 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.

Setup - MessageSender 5	_ X
Select Start Menu Folder Where should Setup place the program's shortcuts?	R
Setup will create the program's shortcuts in the following Sta	rt Menu folder.
To continue, click Next. If you would like to select a different folder, cl	ick Browse.
MessageSender 5	Browse
Don't create a Start Menu folder	
Cybercom Software	Cancel

- 11.Click **Next** to continue.
- 12. If you want a **Desktop** icon or a **Quick Launch** icon created for *MessageSender Manager*, select these options.

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- 13. Click Next to continue.
- 14. You're now ready to install MessageSender.

Setup - MessageSender 5	
Ready to Install Setup is now ready to begin installing MessageSender 5 on your computer.	R
Click Install to continue with the installation, or click Back if you want to review change any settings.	or
Destination location: C:\Program Files\MessageSender5 Start Menu folder: MessageSender 5 Additional tasks: Additional icons: Create a desktop icon	*
Cybercom Software	*
< Back Install	Cancel

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.

Services (Local)					
MessageSender 5 Service	Name	Description	Status	Startup Type	Log On
	Media Center Extender Service	Allows Media Center Exten		Disabled	Local S
Stop the service	MessageSender 5 Service	MessageSender is required	Started	Automatic	Local S
Pause the service	Microsoft .NET Framework NGEN v2.0.50	Microsoft .NET Framework		Disabled	Local S
Restart the service	Microsoft .NET Framework NGEN v2.0.50	Microsoft .NET Framework		Disabled	Local S
	Microsoft .NET Framework NGEN v4.0.30	Microsoft .NET Framework		Automatic (Local S
Description:	Microsoft .NET Framework NGEN v4.0.30	Microsoft .NET Framework		Automatic (Local S
MessageSender is required	Microsoft iSCSI Initiator Service	Manages Internet SCSI (iSC		Manual	Local S
for the PhonePad Automatic	Microsoft Software Shadow Copy Provid	Manages software-based v		Manual	Local S
Message Forwarding feature.	G Mozilla Maintenance Service			Manual	Local S
	Multimedia Class Scheduler	Enables relative prioritizati		Automatic	Local S
	🔍 MySQL	MySQL Server (Win32)	Started	Automatic	Local S
	Net.Msmq Listener Adapter	Receives activation request		Disabled	Netwo
	Net.Pipe Listener Adapter	Receives activation request		Disabled	Local S
	Net.Tcp Listener Adapter	Receives activation request		Disabled	Local S
	Net.Tcp Port Sharing Service	Provides ability to share TC		Disabled	Local S
	🔍 Netlogon	Maintains a secure channel		Manual	Local S
	Network Access Protection Agent	The Network Access Protect		Manual	Netwo
	Network Connections	Manages objects in the Net	Started	Manual	Local S
		111			

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.

Trial Period	×							
	Welcome to MessageSender. Thank you for trying this software.							
You can use MessageSender for 30 days free of charge. Once the trial period expired, you won't be able to forward any more messages until you purchase There is no need to reinstall MessageSender after purchasing it.								
FREE	There is no need to reinstall MessageSender after purchasing it.							
	For more information about MessageSender, please contact us or visit our website.							
	Visit the MessageSender page							
You have 27 days left of your 30 day trial.								
E	Continue 🖻 Purchase 🔑 License 🛛 Quit							

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.

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

PhonePad Database Lo	ocation						
	The PhonePad data folder does not exist!						
	Select the correct location for the PhonePad data folder by clicking the folder button, or enter the location.						
	You can also click the Find Database button to ask MessageSender to try and locate the data folder for you.						
	Use the check button to verify that the folder is actually a data folder.						
	Data Folder:						
	Find Database						
	OK OK Cancel						

- 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.

PhoneP	ad Data Folder Search
1	The PhonePad database was found in the locations below.
	Please select the correct location or click Cancel.
	C:\Users\Public\Documents\PhonePadData \UUPITER2\PhonePadData
	OK Cancel

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.

PhonePad Data	abase Location	X
	The PhonePad data folder does not exist!	
	Information icking the folder	
	The PhonePad database is located in the specified folder. ender to try and lo	cate
	OK a folder.	
	Data Folder: C:\Users\Public\Documents\PhonePadData	۲
	Find Database	
	OK OK Canc	:el

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).

C MessageSender 5 (Li	censed to: TRIAL PERIOD)							_ 0 X
File Tools Help								
Activity Log Message Q	eueue General Settings Email	Settings SMS Settings	Save Settings	× Cancel	€ E <u>x</u> it	1 About	<u>H</u> elp	
	General Settings							
Activity Log Message Queue	Message Processing Active Process Emails Process SMS	Process Every	1 🗘 minutes	Only k	g ed Activity eep the las MS Request	t 20 ‡	log files	
General Settings	PhonePad Database Con PhonePad Data Folder:		ta\PhonePadData	1				v
Email Settings	Date and Time Settings Status Bar: mm/dd,	/yyyy h:mm:ss am/pm	•					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.



- 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.

ile Tools Help									
Activity Log Message Q	eueue General Settings E	🖂 nail Setti	ngs SMS Settings	E Save Settings	× Cancel	€ E <u>x</u> it	() About	⊘ <u>H</u> elp	
	Email Settings		_	_	_	_	_	_	
Activity Log Activity Log Message Queue General Settings Email Settings	SMTP Server Settings SMTP Server: SMTP Port: Account Name: Account Password: Email Templates	mail.cy 25 phones	name and Passwo	ftware.c Confi rd Not Required		••••	••••	uthentication Test]]
SMS Settings	Phone Message Ter Text Message Tem							2 1	
Sing Security	Sender Details Sender Name: Sender Email: Email Subject Use Message Sul Use Custom Subj	PhonePa phonepa bject		tware.com					
	Use Field for Sub	oiect: C	aller		-				

- 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.

SMTP Authentication	X
SSL Connection	📀 ОК
	O Cancel
	Help

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.

SMTP T	est		×
	nse from Mail Server: test message was successfully sent.	*	Do Test Copy Exit
0	If the test is successful, you should receive a test email. This will be sent to the sender email account.		

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.



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

MessageSender 5 (L ile Tools Help	icensed to: TRIAL PERIOD)	_ 0
	eueue General Settings Email Settings SMS Settings Save Settings Cancel Exit About Help	
	SMS Settings	_
Activity Log	General SMS Settings Clickatell SMS Global Pushover SMS Gateway Provider SMS Gateway: SMS Global	
General Settings	SMS Message Template Phone Message Template: C:\ProgramData\Cybercom Software\MessageSender5\SMSPhoneMessageTemplate: C:\ProgramData\Cybercom Software\MessageSender5\SMSTextMessageTemplate	
Email Settings SMS Settings		
	25/05/2015 1:06:20 PM The MessageSender service	s NOT running!

- 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.

🥐 MessageSender 5 (Lic	censed to: TRIAL PER	IOD)							- 0 X
File Tools Help									
Activity Log Message Qu	eueue General Setting	S Email Settings	SMS Settings	Save Settings	× Cancel	€ E <u>x</u> it	About	⑦ <u>H</u> elp	
	SMS Settings								
Activity Log	General SMS Sett	-	SMS Global	Pushover					
	Account Details								
Message Queue	Username:	PhonePad							
	Password:	•••••		Confirm	n Password:	•••••	••		
秦 General Settings	Account ID:							🕌 Test	
	Gateway Setting	gs							
Email Settings	Please do not	change any of th	ese settings un	less advised by (Cybercom Sol	ftware Sup	oport		
	Gateway URL:	http://www.sms	global.com/htt	p-api.php?actio	n=sendsms				
SMS Settings	Global W	ebsite							
Configure settings for for	warding messages v	ia email.		25/0	5/2015 12:01	:15 PM	The Messa	geSender servic	e is NOT running!!!

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.

C MessageSender 5 (Lie	censed to: TRIAL PERI	OD)			
File Tools Help					
1	۲				×
Activity Log Message Qu	ueue General Setting	s Email Settings	SMS Settings	Save Settings	Cancel
	General Settings	3			
	Message Processi	ng			Activity
Activity Log	Active	Proc	ess Every 1	minutes	🗹 De
a de la companya de l	Process Emai	ils			🗹 On
Message Queue	Process SMS				🔲 Log
*	PhonePad Databa	ase Connection			
General Settings	PhonePad Data	Folder: C:\Us	ers\Public\Data	\PhonePadData	I
Email Settings	Date and Time Se	ettings			
	Status Bar:	mm/dd/yyyy h:r	nm:ss am/pm	-	
SMS Settings	Sample: (

- 4. Check the Process SMS checkbox if you want messages forwarded via SMS messages.
- 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 *Templete Editor* button - see screenshot below:

Email Templates		` .
Phone Message Template:	G:\MessageSender5\EmailPhoneMessageTemplate.tem	
Text Message Template:	G:\MessageSender5\EmailTextMessageTemplate.tem	

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 <u>new</u> template (use Save As).
- Create a new template from scratch by clicking the New button.

*	<u></u>		8	e	0		
New	Open	Save	Save As	Close	Help		
mess	agetit	:le>					
Calle: From: Phone Urgen:	r: : t:	<recip <date> <time> <calle <from> <phone <urgen <subje< td=""><td>er></td><td></td><td></td><td></td><td></td></subje<></urgen </phone </from></calle </time></date></recip 	er>				
<retu< td=""><td>rnedca</td><td>all> <</td><td>label> returne cametos</td><td></td><td></td><td></td><td></td></retu<>	rnedca	all> <	label> returne cametos				
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	beinat		<wantst< td=""><td></td><td>abel> <willbeinattext></willbeinattext></td><td></td><td></td></wantst<>		abel> <willbeinattext></willbeinattext>		
		Phone M	essage	•	mplate Tags:	•	Insert

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.

* New

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.

<recipients></recipients>	•	Insert
<recipients> <returnedcall> <returnedcallabel> <subject> <time> <urgent> <wantstoseeyou></wantstoseeyou></urgent></time></subject></returnedcallabel></returnedcall></recipients>	• •	

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.

< <recipients></recipients>	-	Insert
<pre><returnedcall> <returnedcall> <returnedcallabel> <sender> <subject> <time> <urgent> <wantstoseeyou> </wantstoseeyou></urgent></time></subject></sender></returnedcallabel></returnedcall></returnedcall></pre>		

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

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

|--|

<date></date>	Date of the message.
<message></message>	The actual text of the message.
<recipients></recipients>	Lists all users the message was sent to.
<sender></sender>	The person who recorded the message.
<subject></subject>	The subject of the message.
<time></time>	Time of the message.
<urgent></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:

-SMS Message Template		
Phone Message Template:	G:\MessageSender5\SMSPhoneMessageTemplate.tem	
Text Message Template:	G:\MessageSender5\SMSTextMessageTemplate.tem	

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 <u>new</u> 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.

* New

- 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.

					Ŧ
▼ Ter	mplate Tags:		•	Insert	
		<callaction></callaction>	*		_
		<calldetails></calldetails>			
		<caller></caller>	=		
		<date> いる</date>	-		
		<from></from>			
		<message></message>			
		<phone></phone>			
		<message> <phone> <sender></sender></phone></message>	Ŧ		

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.



- 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.

				Ŧ
-	Template Tags:		Ŧ	Insert
		<callaction> <calldetails></calldetails></callaction>	-	
		<caller> kaller> kaller</caller>	н	
		<from> <message></message></from>		
		<message> <phone> <sender></sender></phone></message>	Ŧ	

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

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

Text Message	
<date></date>	Date of the message.
<message></message>	The actual text of the message.
<sender></sender>	The person who recorded the message.
<subject></subject>	The subject of the message.
<time></time>	Time of the message.
<urgent></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

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

Cancel	Cancels any changes you have made.
Exit	Exits MessageSender Manager,
About	Displays information about MessageSender Manager.
Help	Displays online help.

6.4 Sidebar

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

Activity Log	
Message Queue	
General Settings	
Email Settings	
SMS Settings	
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.

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.

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ile Tools Help	© Queue General Settings	⊠ Email Settings	SMS Settings	Save Settings	× Cancel	€ E <u>x</u> it	∂ bout	⊘ <u>H</u> elp	
Activity Log Message Queue Ceneral Settings Email Settings SMS Settings	Activity Log 2015-05-25 08:25:4 2015-05-25 08:25:4 2015-05-25 08:25:4 2015-05-25 08:26:4 2015-05-25 08:26:4 2015-05-25 08:26:4 2015-05-25 08:26:4 2015-05-25 08:26:4 2015-05-25 08:26:4 2015-05-25 08:26:5 2015-05-25 08:36:2 2015-05-25 08:35:2 2015-05-25 08:35:3	8 Copyright © 8 Checking for 8 MessageSeni 8 *** Start Proces 8 Temp folder 8 Email process 8 There are 2 p 0 Processing SI 9 MessageSeni 9 Ochecking for 0 MessageSeni 0 *** Start Proces 0 MessageSeni 0 *** Start Proces 0 Temp folder 0 Email proces 6 There are 2 p	2010-2015 Cybe messages to pro der is licensed to essing *** not specified. Us sing not enabled whone messages der Service Start 2010-2015 Cybe messages to pro der is licensed to essing *** not specified. Us sing not enabled whone messages	rcom Software ccess every 1 m sing Windows t d. No need to p to process via s iges ed - Version 5.: rrcom Software ccess every 1 m sing Windows t d. No need to p to process via s	e All innute.	MessageS	ender2015-(ender2015- ender2015-	05-24.log	
	Refresh A	uto Refresh	X Delete 👻	25/0)5/2015 12:5	51:33 PM	The Messa	aeSender ser	vice is NOT running

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.

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File Tools Help									
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Activity Log Message Q	ueue General S	Settings Email S	ettings SMS Settings	Save Settings	Cancel	Exit	About	Help	
	Message C	Queue		_	_	_	_	_	
	Message ID	Message Type	Subject		Addresses/P		bers		
Activity Log				john12	3455678@g	mail.com			
	252	Email	Client Details.						
Message Queue	252	SMS	Client Details.	012345	56789				
*									
General Settings									
Email Settings									
SMS Settings									
	Refresh	Auto Refre	sh						
				25/0	5/2015 12:56	5:34 PM 🥝	The Messa	geSender sen	vice is NOT running!!!

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.

C MessageSender 5 (Lice	ensed to: TRIAL PER	IOD)							- • X	
File Tools Help										
Activity Log Message Que	eue General Setting	⊠ Email Set	tings SMS Settings	Save Settings	× Cancel	€ E <u>x</u> it	About	<u>H</u> elp		
	General Setting	s								
Activity Log Message Queue General Settings	Message Processing Activity Log Image: Active Process Every 1 to minutes Image: Process Emails Image: Only keep the last 20 to g files Image: Process SMS Image: Only keep the last 20 to g files PhonePad Database Connection Image: Only keep the last Image: Only keep the last PhonePad Data Folder: C:\Users\Public\Data\PhonePadData Image: Only keep the last									
Email Settings	Date and Time Settings									
	Status Bar: mm/dd/yyyy h:mm:ss am/pm -									
SMS Settings	Sample:	05/25/2015	12:13:46 pm							
		mm/dd/yyyy h:mm:ss am/pm • 05/25/2015 12:13:46 pm								
	Folders Activity Log File Folder: C:\ProgramData\Cybercom Software\MessageSender5 Temporary File Folder:								- (5 - 3	
				25/	05/2015 1:01	1:16 PM	The Messa	geSender sen	vice is NOT running!!!	

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.
<u>Folders</u>	
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.

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Activity Log Message Que	eue General Settings En	⊠ nail Setting	SMS Settings Sa	ave Settings	× Cancel	€ E <u>x</u> it	About		
	Email Settings	_		_	_	_	_	_	
Activity Log	SMTP Server Settings SMTP Server: SMTP Port:	mail.cybe	rcom-software.com				Ca Au	thentication	
Message Queue	Account Name:		d@cybercom-softwa	are.o				Test	
General Settings	Account Password:	t Password: Username and Password			m Password:	•••••			
Email Settings					ercom Software\MessageSender5\EmailPhoneMessageTemplate.tem - 📝 ercom Software\MessageSender5\EmailTextMessageTemplate.tem - 📝				
	Sender Name:	@cybercom-softwa	re.com						
	Email Subject © Use Message Subject © Use Custom Subject: Message from PhonePad. © Use Field for Subject: Caller								
				25/05	5/2015 11:59:0	0 AM 🥝	The Messag	geSender service	is NOT running!!!

SMTP Server Settings

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

SMTP Server	This is the Internet address of your mail server, eg. mail. yourcompany.com or smtp.yourcompany.com.
SMTP Port	This is the port your mail server expects you to communicate on. This is usually port 25 (but not always).
Account Name	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).
	Some mail servers use "+" in place of "@" for the account name (whereas the email address uses '@'). For example, phonepad+mycompany.com instead of phonepad@mycompany.com.
Account Password	This is the password for the email 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.
Authenticate	Click the Authenticate button to display the SMTP authentication screen.
Test	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.

Phone Message Template	 This is the template MessageSender uses for sending PhonePad phone messages via email.
Text Message Template	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.
Sender Name	The <i>Sender Name</i> can be any name you choose, eg. PhonePad.
Sender Email	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.

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.

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.

SMTP Authentication	×
SSL Connection	📀 ОК
	O Cancel
	🕜 Help

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.

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File Tools Help								
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	SMS Settings	_		_	_	_	_	
	General SMS Settings Clickatel	SMS Global	Pushover					
Activity Log	SMS Gateway Provider							
a de la companya de l	SMS Gateway: SMS Global			•				
Message Queue								
*	SMS Message Template							
General Settings	Phone Message Template:	C:\ProgramDat	a\Cybercom So	ftware\Mess	sageSender	r5\SMSPhone	eMessageTen	nplate.tem 📝
	Text Message Template:	C:\ProgramDat	a\Cybercom So	ftware\Mess	sageSender	r5\SMSTextN	lessageTemp	olate.tem 📝
Email Settings								
SMS Settings								
			25/0	5/2015 1:06	:20 PM	The Messac	eSender serv	vice is NOT running!!!

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 Clickatel, you can open one by visiting their website. Details are available here.

Tools Help						
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vity Log Message Q		gs Email Settings SMS Settings	Save Settings Cancel	E <u>x</u> it <u>A</u> bout	<u>H</u> elp	
_	SMS Settings				_	_
	General SMS Set	tings Clickatell SMS Global	Pushover			
Activity Log	-Account Detail	s				
	Username:	john_smith			🕌 Test	
Message Queue	Password:	•••••	Confirm Password:	•••••		
*	Client ID:	1234556	HTTP API ID:	987564		
eneral Settings	Sender ID:	012345567890				
\bowtie	Gateway Settin					
Email Settings		gs change any of these settings unle	es advised			
		http://api.clickatell.com/http/se				
SMS Settings	Gateway OKL:	http://api.clickateli.com/http/se	numsy:			
	Clickatell We	bsite				

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:

Clickatell SMS Test		×
Mobile/Cell Phone No:	Include country code	Close
Test Message:	This is a test message from A MessageSender.	Close
If the test is succes on the phone num	sful, you should receive an SMS text message ber above.	

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.

C MessageSender 5 (Lic	censed to: TRIAL PER	IOD)							
File Tools Help									
Activity Log Message Qu	ø ueue General Setting	⊠ Email Settings	SMS Settings	Save Settings	× Cancel	€ E <u>x</u> it	1 About	⊘ <u>H</u> elp	
	SMS Settings	_	_	_	_		_	_	
Activity Log	General SMS Setti Account Details	-	SMS Global	Pushover					
Message Queue	Username:	PhonePad							
	Password:	•••••		Confirm	Password:	•••••	••		
General Settings	Account ID:							🕌 Test	
Email Settings SMS Settings		change any of the http://www.sms				tware Sup	port		
Configure settings for for	warding messages vi	ia email.		25/0	5/2015 12:01	15 PM 🥝	The Messa	geSender servio	ce is NOT running!!!

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:

SMS Global Test		×
Mobile/Cell Phone No: Test Message:	This is a test message from MessageSender.	Send
If the test is succes phone number abo	ssful, you should receive an SMS text message on t ove.	he

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.

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File Tools Help	ہ ueue General Settings Em	⊠ aail Settings	SMS Settings	Save Settings	× Cancel	€ E <u>x</u> it) About	⊘ <u>H</u> elp	
	SMS Settings	_	_	_	_		_	_	
Activity Log Message Queue General Settings	General SMS Settings Pushover Settings User Key: Application Key:	Clickatell	SMS Global	Pushover					🕌 Test
Email Settings SMS Settings	Pushover Website								
				25/0	05/2015 1:16:	36 PM 🧧	The Messag	geSender ser	vice is NOT running!!!

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.

C MessageSender 5 (Lic	censed to: Fluffy Rabbit Corporation)							
File Tools Help								
Activity Log Message Qu	■ ⊠ ueue General Settings Email Setting	SMS Settings	Save Settings	× Cancel	€ E <u>x</u> it	6 About		
	SMS Settings				_	_		
Activity Log	General SMS Settings Clickatell SMS Gateway Provider SMS Gateway: SMS Global	SMS Global	Pushover	•				
General Settings	SMS Message Template Phone Message Template: Text Message Template:		ta\Cybercom So ta\Cybercom So		-		-	
SMS Settings								
						ervice is unning		
			25/0	5/2015 4:05	:05 PM	The Messag	geSender se	vice is running.

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.

🥙 MessageSender 5 (Lice	ensed to: Fluffy Rabbit Corporation)							_ 0	x
File Tools Help									
Activity Log Message Que	eue General Settings Email Settings	SMS Settings	Save Settings	× Cancel	€ E <u>x</u> it	() About			
	SMS Settings			_	_		_		
Activity Log	General SMS Settings Clickatell SMS Gateway Provider SMS Gateway: SMS Global	SMS Global	Pushover	•					
General Settings Email Settings SMS Settings	SMS Message Template Phone Message Template: Text Message Template:		ita\Cybercom So ita\Cybercom So		Ser		MessageTemp		2
			25/0	5/2015 4:01	:42 PM 🧉	The Messag	geSender sen	vice is NOT runni	ng!!!

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).

About
MessageSender 4"
Version 5.15.0
Copyright © 2015 Cybercom Software. All rights reserved.
This software is licensed to:
Fluffy Rabbit Corporation
Close

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.

License MessageSende	r	×
	MessengerSende	e details and click the Activate License button. er connects to the license server via the Internet prompted by your firewall to allow the
	Client Number:	C123456
	Email Address:	john@xyzcorp.com
	Serial Number:	123-456-7890
	🗲 A	ctivate License

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.smsglobal.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.smsglobal.com/sign-up
- 2. Fill in your details to create your account.

smsglobal*							solutio
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	Cot	cto	orto	ط بمرا	th a	fr	~~
					cour		20

Sign up within seconds. No credit card required.

First Name	Last Name
John 🗸	Smith 🗸
Email	Country
john@smithcorp.com	USA
Password	Repeat Password
have read and agree to the terms and	l conditions
Mobile Number (for verification)	
···	Verify
Questions? Feel free to contact us	

lutions

pricing

support

contact

logi

3. If you are in the US please note that the country will be listed as USA, not United States.

4. 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 5. button, or by selecting a plan.

 Dashboard Send Message Campaigns 	Store Top up your account, purchase additional features and view your billing history.	Store Select Items Payment Detai	Is		currency ht here		0 6- 🛛 🛓
Contacts Store Reports F Tools	Purchase Tr Billing History O Auto Top Up +0	Estimator	Quick Top Up	40	Buy	Messages Extras	
\$26.47(AUD) \$0,000/AUD) per month Basic Subscription Newsfeed Edited settings 23 hours ago Complexed signup details 23 hours ago Complexed signup details 23 hours ago		Choose how many messages you'd like to buy, and How Many? 1000 SMS Messages USA A All A	Compare message rates on each prior Choose your pricing plan (Choose your pricing plan (BASIC BASIC 9000 per moreh per moreh per mesage		ل BUSINESS پیرون پیرو پیرون پیرو پیرون پور پور پور پور پور پور پور پور پور پور	ENTERPRISE \$300.00 per mender \$0.028 per mender	
ternet the achievement Genere Passuer 1 month 1997 smsglobal		Promo Code Enter the Promo Code here. Cancel		Or, you can s pricing p		Net	

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

 Dashboard Send Message 	Tools Manage your account settings	Verified Numbers			0 ó- 🛛 🏝-
O Campaigns		• Add			
Contacts	Settings 0%	Number	Status	Actions	
Store Reports	Dedicated Numbers	999 555 6666	0	Verify Delete	
	Verified Numbers				
	Contact Information				
\$6.47(AUD)	Ari Keys ~*				
\$0.00(AUD) per month					
Basic Subscription					
Newsfeed Edited settings 7 hours ago					
Completed signup details 7 hours ago					
Earned the achievement					
"Bienvenue" 7 hours ago					
Completed signup details 1 month ago					
and not ago					
smsglobal*					

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

Dashboard Send Message Campaigns Contacts Store	Tools Manage your account settings Settings Cettings	API Keys • Add New API Key HTTP/SMPP API Key				0 6- 🛛 🕯
Reports	Dedicated Numbers S Verified Numbers S Contact Information Image: Contact Information	Username Password	MyUsername mypassword			
\$6.47(AUD) \$0.00(AUD) per month Basic Subscription	API Keys Q e	Rest API Keys				
Newsfeed Edited settings 7 hours ago Earned the achievement "Bienvenue" 7 hours ago Completed signup details 7 hours ago						
Verified number 1 month ago Completed signup details 1 month ago smsglobal*						
sinsgiobai						

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.

Mobile Touch	ell"		Login > GET	STARTED FOR FREE	24/7 HELP CHAT
前 SMS	PRODUCTS	PRICING & COVERAGE	APIS & SCRIPTS	RESOURCES	
You are here: Home > 5	Sign up for an account with (Clickatell			
No matter whether you	are sending out high v	unt with Click rolumes of SMS messages in o on one of the products below to	ne go or if you need your SM	VIS messages to be sent w	hen specific triggers occu
Which product would Communicator2 Send bulk SMS via the internet. No programming needed.	Id you like to sign up Developers Central Reliable, scalab customisable. Integrates with system via APIs	ee,			
			Which product is rig How much will it		
Where would you lik Anywhere in t	ke to send messages the World I want to send fewer	s to? Special Offers:	How much will it	cost?	Why special?
	ke to send message:	s to?	How much will it		Why special? India Free signup
Anywhere in t	the World I want to send fewer than 10,000 messages per month to the Americas	s to? Special Offers: South Africa	How much will it	Ireland	India

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

٥C	Clickatell Developers		CREDITS AVAILABLE
Ĥ	APIs A Receive Messages -	Message Reports -	Credits & Payments 👻
Me Exclud	Manage APIs > Set up a new API >	past month	1
			& F

6. Click the Add HTTP API button.

Olickatell www.txd.wingdet	Developers' Central		REDITS AVAILABLE	username clientiD Manage account 👻
nt APIs - R	eceive Messages 👻	Message Reports ~	Credits & Payments -	Help
APIs > Set up a new API				
Add a free				
	-	s you like. Fast, sir communicate secu		they are built to integrate with any s II.
Messaging A	APIs			
For sending rea	I-time messages	1		
	N and password reset alerts			
 Instant delivery from your : For sending between 1 and 				· · · · ·
нттр	Simple, fas	and reliable. Used as an HT	TP/Internet Post	
		PI can be used with practically		and is one of
	the simpler	ways to connect to the Clickatel	I Gateway.	
	▼ MORE IN	FO		
Record the A	APLID. You wil	need this for set	tting up Message	eSender.



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.

٩PI	Updates	Press	Forum		FAQ	Help	Login or Signup
r New	s: HTML Mess	age Suppo	rt posted on April 27	, 2015			
ned a	and executed	l." Push	over Android Use	r Review			[
	00	0 ØP	ushover	×			
	← →	C 🔒	https://client.pu	ushover.net			
			-	and the test of the second	and a second		

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:



- 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.



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

Pushover	Android,	iOS, & Desktop	Apps & Plugins	API	Updates	Press	Forum		FAQ	Help	Setti
			Latest Push	over New	s: HTML Mes	sage Suppo	rt posted on April	27, 2015			
Create N	ew A	pplicatio	n/Plugin								
					-			rvice, application, plug ting an application. Fo			-
Application	Inform	nation									
1	Name:				num), such as	"Nagios", "/	Adium", or "Netwo	rk Monitor". If messag	es are ser	nt with no ti	tle, this
2	Type:	Application		•							
3 Desc	cription:	Automatic mes	sage forwarding for F	PhonePad	d.						
	URL:		com-software.com/n app/plugin, you can i			a homepag	ge, Github repo, or	anything else related	to the app).	
4	Icon:	To customize you		upload a				kground preferred). Ar		not 72x72	will be
	6	By checking Create Application		hat you ha	ave read our Te	erms of Sen	vice and our Guide	to Being Friendly to o	bur 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.

Pushover	Android, iOS, & Desktop	Apps & Plugins	API	Updates	Press	Forum
		Latest Push	over New	s: HTML Mes	sage Suppo	ort posted o
			Yo	ur application	has been cr	reated
Message	eSender (Appl	ication)				
	Key (Edit or Delete A		token:			
Subscriptio	n (Edit Subscription S	ettinge)				

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	MessageSender now automatically uses the correct SMTP authentication when communicating with mail servers. Removed authentication settings because it is now automatic. Added support for Pushover. This version now has a 30 day trial period. Fixed minor issues.
Version 5.14	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.
Version 5.13	Fixed an issue with Clickatell SMS's not working due to a parameter change by Clickatell. Added an API ID field for Clickatell. Added a Test button for Clickatell.
Version 5.12	Fixed issue with the MessageSender service not recognizing changed settings until the service was restarted. Now it will accept the changes immediately.

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.

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Version 5.00 Initial version.

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