SkyFile Mail

User guide – Full version

April 2017
Ref: v.19

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2. DOCUMENT HISTORY

DATE	VERSION REF	MODIFICATIONS	AUTHOR
05-Feb-08	10.0	Original document	**Jean-Marc Duc**
13-May-08	11.0	How to create master/administrator sub-account	**Jean-Marc Duc**
13-May-08	11.0	Change font	**Jean-Marc Duc**
15-Sep-08	12.0	SkyFile Anti-Virus introduction (Part7)	**Jean-Marc Duc**
16-Sep-08	12.1	Weekly configuration report (Part6)	**Jean-Marc Duc**
26-Jan-09	12.2	Subject keyword & white list (page 34)	**Jean-Marc Duc**
22-Sep-09	13.0	New features SkyFile Mail v7.5	**Jean-Marc Duc**
20-Oct-09	13.0	FAQ	**Jean-Marc Duc**
20-Oct-09	13.0	HTML full compatibility	**Jean-Marc Duc**
02-Jun-10	14.0	Unicode + language selection + spell checker	**Jean-Marc Duc**
07-July-10	14.1	Send mail to a group	**Jean-Marc Duc**
Oct-10	15	SkyFile Mail v8.00	**Jean-Marc Duc**
April-12	16	SkyFile Mail v8.20	**Jean-Marc Duc**
June-12	16.1	Only internal email allowed	**Jean-Marc Duc**
21-Jan-15	17	SkyFile Mail v9.00	**Jean-Marc Duc**
20-Jun-16	18	SkyFile Mail v10.00 – Marlink design	**Jean-Marc Duc**
07-Apr-17	**19**	**SkyFile Mail v10.10**	**Jean-Marc Duc**

NOTES

- **Important points** which require a particular attention are identified by:

- **New features** part of SkyFile Mail v9.00x are identified by:

3. GLOSSARY & ABBREVIATIONS

- Rudics = Router-based Unrestricted Digital Internetworking Connectivity Solution

- LCR = Least Cost Router

- SRC = SkyFile Remote Configuration

- MPDS = Mobile Packet Data Service

- CSD = Circuit Switched Data

- TCP = Transfer Control Protocol

- AFT = Automatic File Transfer

- SCPC = Single Channel Per Carrier

- ISDN = Integrated Services Digital Network

- SMS = Short Message Service

SECURE, RELIABLE & COST-EFFECTIVE MESSAGING AND MORE

SkyFile Mail is a messaging and compression tool that allows users to send reliable and cost-effective emails, e-faxes and SMS messages. Suitable for users at sea, on land and in flight, SkyFile Mail provides reliable and cost-effective email, fax and SMS messaging on VSAT, Inmarsat, Iridium, and Thuraya satellite terminals.

Simple to install, use and update, SkyFile works on any desktop PC or laptop and is ideal messaging tool for users onboard.

4. SKYFILE MAIL KEY FEATURES AT A GLANCE

- **Data compression:** SkyFile Mail compresses data by up to 90% with a WinZip-type feature, significantly reducing connection time.

- **Full duplex mode**: enables users to send & receive messages simultaneously.

- **Crash recovery**: automatically retrieves emails if the data connection is interrupted.

- Highly effective **anti-virus, anti-spam filter** and **black & white lists** block unwanted emails. Users can create their own black & white list according to personal needs.

- **SkyFile Mail via Iridium Rudics**: boosts connection quality, service availability and bandwidth, reducing connection times by more than 50%.

- **Automatic notification:** alerts user to incoming emails.

- **Integrated BDU access command**: it allows users to automatically start/stop the IP-session from SkyFile Mail.

- **Multi-languages:** provides 9 languages which can be used independently and simultaneously.

- **Least cost router**: automatically selects the most cost-effective data transmission mode for Inmarsat Fleet terminals according to usage (MPDS or ISDN).

- **SkyFile Remote Configuration:** provides full control of all SkyFile Mail configurations, from billing rates to sub-account management.

- **SkyFile Mail prepaid & MyMail:** provides prepaid crew emailing functionality for Inmarsat and Iridium maritime terminals.

- **POP3/SMTP compatibility:** No need to change your existing email tool or settings – SkyFile Mail is now compatible with standard email software such as Microsoft Outlook, Thunderbird, etc. (subject to fee)

- **OTA (Over The Air) update:** no need to send an updated software on-board via CD or USB stick. The Master can easily download and install a new version within few clicks.

- **GPS data provisioning:** SkyFile Mail can send the position of the ship to the shore, allowing shipping companies to embed the co-ordinates in their tracking tool.

5. NEW FEATURES OF SKYFILE MAIL V9.00

- **SkyFile Mail & SkyFile eNOAD over-the-air (OTA) update:**

Get software update within one click with SkyFile Mail & NOAD's new OTA update

No need to send an updated software version on-board via CD or USB stick. The Master is informed by a pop up when a new version is available and he can receive and install it within a few clicks. As such the users can be sure to use always the most recent software. Furthermore, when it is technically possible, only an incremental part of the software is transferred reducing the volume of the transfer significantly.

- **GPS data provisioning:**

SkyFile Mail facilitates now tracking operations with new GPS data provisioning

SkyFile Mail can now send the position of the ship to the shore, allowing shipping companies to embed the co-ordinates in their tracking tool. SkyFile Mail provides the GPS information no matter what type of terminal is used (FB Sailor, Furuno, JRC etc..). The positions are captured at fix times and are sent to the shore side during each dial in. This service is part of the Premium package. It can also be ordered as a SkyFile Premium On Demand service, invoiced separately.

- **SkyFile Premium On Demand:**

More flexibility with SkyFile Premium's new on demand option

SkyFile Mail Premium provides now the possibility to order Premium services on demand and pay only for the Premium service he needs. If they you want the full flexibility, only an email to our customer care is needed to upgrade to SkyFile Mail Premium including all options.

- **Automatic back up:**

More security, more protection reducing the risk of loss with automatic back up

Thanks to our new automatic back-up function the master can now schedule an automatic back-up at fix time. As there is no manual action required any longer, he can be sure not to lose any important data.

- **Revamping of the dial in configuration:**

Improved control of usage for master with new dial in configuration

Up till now the master always had to manually change the settings, like mail size limit, filters or dial-in methods, when switching the terminal (VSAT, FB, IOP) to avoid unnecessary costs. Now the master can control usage of airtime better, as he can now set connectivity profiles per terminal type once and the appropriate profile is taken automatically.

- **Revamping of the prepaid dial in configuration:**

Simplified prepaid options and dial in procedures

The master can now easily choose between 2 options either "Always use active postpaid configuration" or "Always use the primary/backup configuration", and can create the dial-in set-up in one click.

- **Harmonization of the billing units in Mbytes**

Billing units harmonized to make split billing easier

Users benefit now from aligned, homogeneous billing units which makes the life of split billing users easier. They now benefit from a simplified way of rebilling which can be set up via the Remote Configuration Tool.

- **Alert & error notices via POP3**

Better overview and control with POP3 return mails

The master can be sure to get clear information about the system functioning as error messages, scheduled backup & remote configuration events are now transferred to the Master accounts via POP3. This means even when he is using an alternate email program like Outlook he receives all service messages (Alert, error).

- **New function for our Shared & Hosted domain service**

Per Ship Domain now available

Users can now choose to use SkyFile Mail with a domain per ship with SkyFile Mail Premium and also SkyFile Mail Classic such as "master@maria.com" or master@maria.companyname.com. This is part also of our "Hosted & shared domain" option which is very much appreciated by our partners because it facilitates the transition from a competitor to our infrastructures.

- **DNS vs IP configuration**

Increase security and reduce the risk of unwanted background traffic

To avoid unwanted background traffic like DNS requests, users can now select between DNS or @IP in the TCP configuration of SkyFile Mail which makes configuration and the switch much easier. They can easily change the TCP configuration by replacing the DNS by the @IP.

- **PDN & NDN changes**

New formats in delivery notification

To avoid receiving huge numbers of notification, choose to receive only the NDN (Non Delivery Notification) or only the PDN (Positive Delivery Notification) or both.

- **General attachment restriction**

New global restrictions for attachments

Controlling the usage of SkyFile Mail on board is made easier by restricting the usage of attachments on sub-account level, on prepaid level, on corporate account level or on Private account level.

- **Call Data Viewer**

Better control by the master with new filters in CDV

Use dial configuration and service type now in billing records and in Call Data Viewer adapted to new billing records and extended filtering.

6. NEW FEATURES OF SKYFILE MAIL V10.10

- **Device Auto Detection**: SkyFile Mail will now automatically detect the active connectivity in use on board (VSAT, FleetBroadband or IOP) and automatically applies the adapted features and rules related to that connectivity profile. Furthermore, a pop up message notifies the Administrator onboard and an email can notify the IT-manager onshore when the back-up device is in use.
- **Smart Profile Management**: Tying in with Device Auto Detection, users can select pre-defined rules to be activated according to the connectivity in use, such as email size limits, enabling/disabling OTA updates, filters, limiting to corporate emails only, etc., significantly protecting them against unwanted, large volumes being consumed over a non-adapted device. Customers can define these specific rules and behaviours fleet wide on all Sealink VSAT services, except for Sealink Plus, where Marlink automatically sets restrictions on MSS usage on behalf of the customer.
- **Emails on-hold:** Also as part of Device Auto Detection, emails or files transmitted while the back-up device is in use are automatically stored and sent when the core connectivity is recovered. In the past, large emails or updates could be rejected during a VSAT outage. Now, the sender receives a notice to inform them the email is on hold and can then select to either wait or reduce file size.

The above mentioned functions are SkyFile Premium features. For all SkyFile Mail accounts:

- **Auto-forwarding:** This new functionality supports customers making changes to the vessel name by automatically transferring emails to the new email address during the first 3 months. The free redirection service also provides a notification to the sender advising that the email address has changed.
- **Shared folders:** Access rights to folders within SkyFile can now be customised by the customer. For newly created folders, the Master simply selects the specific people to have access, or selects to make it accessible by all.
- **Archive management**: An automatic back-up folder is now created when a maximum number of emails or a maximum volume limit is reached. This has the double benefit of ensuring emails are not blocked from reaching the vessel and secures information and attachments saved in emails to an archive.

- **Plus**, **Portal360 version verification:** Portal360 now displays the current version of SkyFile Mail installed on each vessel, allowing customers from shore to check instantly if the latest version is installed onboard.

The continued development of SkyFile Mail specifically addresses demand from the market and enables us to remain at the forefront of the messaging tools available in our industry.

The new features of 10.1 facilitate the life of the master and protect critical data from being lost, protect against unexpected costs and consumption and ensure the best usage for the active connectivity, as defined by the customer. Thanks to Over the Air (OTA) updates, most customers on Sealink and FleetBroadband will automatically receive this update by default. Only customers on older legacy services have to manually select the option.

7. INSTALLATION INSTRUCTIONS

The following pages contain detailed instructions to install the SkyFile Mail software on your PC or laptop.

SkyFile Mail is compatible with Windows 95, 98, Me, NT 4, 2000, XP, Vista, Windows7 and Windows8.[1]

In order to use the program, it is mandatory to register for SkyFile Mail via our Customer Care. You will find the contact details on the last page of this manual.

If you are using a previous version of SkyFile Mail, your entire configuration is preserved after the update installation. You do not need to uninstall older versions to update the software.

If you are already a SkyFile Mail user and your PC crashes or you are not able to retrieve the previous version, SkyFile Mail integrates a back-up solution directly on the SkyFile server. As such, your configuration is preserved and can be retrieved during the installation.

You are invited to restore SkyFile Mail with an existing back-up or, if the account was already used before, you can restore your former sub-account configuration by loading it from the SkyFile server.

The user needs full rights to change the "win.ini"-file and all files in the SkyFile-directory. We recommend performing the installation of SkyFile Mail with administrator rights on the PC.

7.1 DOWNLOAD OF SOFTWARE FROM INTERNET

After downloading SkyFile Mail as a ZIP file from www.marlink.com unpack it with WinZip into an empty temporary folder (directory), e.g. C:\Temp. Then start SETUP program (see above) in this temporary folder and follow the instructions in the installation program.

Your computer must be restarted after installation in order to load the driver. The software will only function properly after this. Before restarting Windows, please remove the CD from the drive.

7.2 FURTHER INSTALLATION STEPS

The installation program sets up a "SkyFile" group in the Windows Start menu under "Programs", in which you will find the software. If you want SkyFile Mail to open automatically whenever the computer boots up, please copy a shortcut to the Autosync.exe program (in the SkyFile folder) in the "Auto-start" folder. The first time you start the SkyFile Mail message list (Windows Start menu - Programs - SkyFile - SkyFile) the setup dialogue box (in "Access and dial parameters") automatically opens.

[1]Under Windows NT, 2000 + XP you need to have administrator rights, to permit installation to be carried out completely, including the Start menu entries and fax support. If this is not possible, you have to create manually a short cut afterwards, e.g. on the desktop, to the Autosync.exe program in the SkyFile folder.

8. SKYFILE MAIL CONFIGURATION

8.1 ENTERING THE ACCOUNT PARAMETERS

- **Master username**: Enter the user name provided by the customer care (your username is similar with the word in your email address in front of the "@").

- **Master password**: You will receive your password from the customer care upon registration. Some Windows versions only show three stars "*" after re-entering this window, this is in fact confusing but correct.

- **Configuration:** SkyFile Mail v10.00 allows the user to define connectivity profiles. You can quickly switch between them, and makes sense if several types of devices are installed on-board. For instance, you can easily configure a VSAT, a FB and an IOP and switch between them in case of problems of coverage. The 3 available configurations define 3 "connectivity profiles" where the active device and the rules are associated together; connection and rules change at the same time.

Primary configuration: Please define here the primary connection (the most cost-effective device used on-board. For instance "VSAT"). Then define the rules for the Primary configuration (Size limit – Attachments rules – Type of dialing – Price, if any)
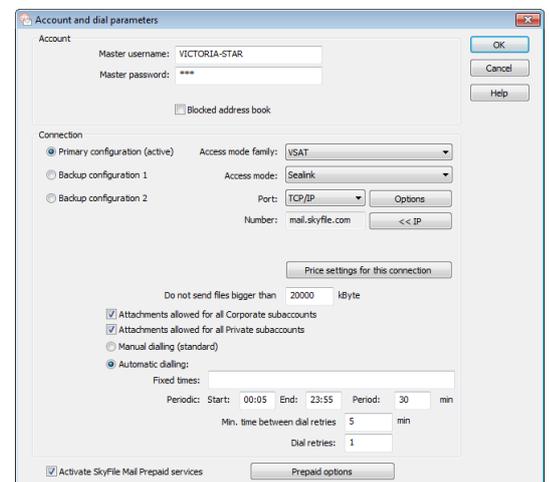
Backup configuration 1: Please define here the second connection (the second device you might have on board, for instance FB). Then define the rules for the backup configuration 1 (same as above)

Backup configuration 2: If any, please define here the third possible connection in case you have 3 possible devices onboard.
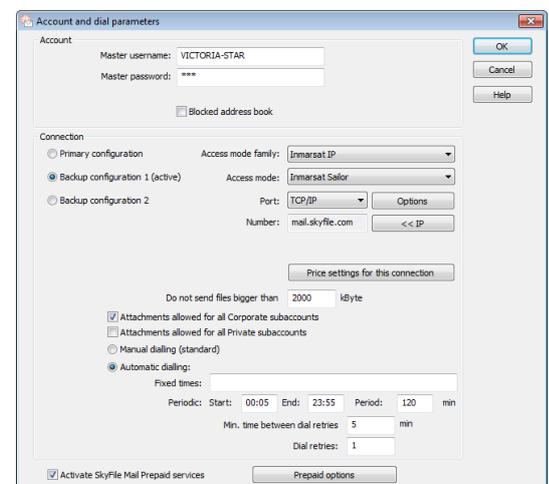
Note: beginning with SkyFile Mail v10.10, it is possible to assign a new function to a SkyFile account named "Smart Profile Management". Please, read the full description of this function page 24.

- **Access mode family** (Quick setup): it allows you to select the type of network you want to use. Depending on your choice, the list of access modes will be different.

- **Access mode** (Quick install): For standard satellite terminals like a Mini M/Phone, choose your terminal and confirm with "Yes" to execute the appropriate settings. Depending on your choice, the COM port or the ISDN-MSN may be changed, if needed (see next pages). For TCP/IP like Inmarsat Sailor or BGAN, an additional window will be displayed (see next pages)
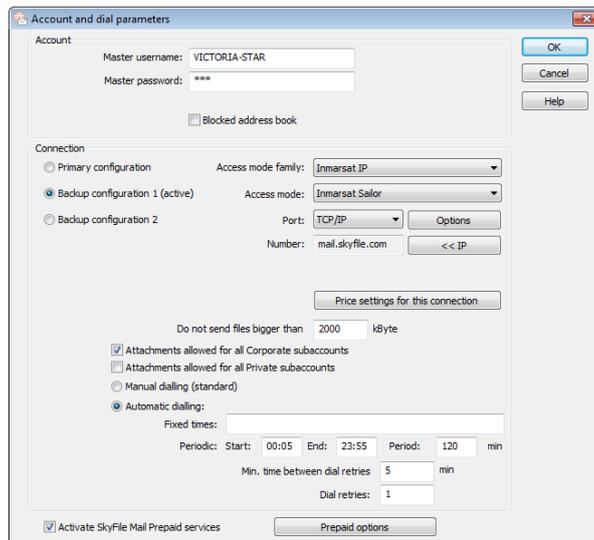
- *Number:* The dial-number will be filled out automatically after selecting the access mode. If TCP/IP is selected, the user can select either the @IP (**193.252.234.246**) or the Domain (**mail.skyfile.com**). This selection is very useful to prevent unwanted background traffic.

- *Port:* The port is normally set by the Quick-install-button. Please click on "Options" if you want to change the communication parameter.

- **Least Cost Router (only for Fleet-terminals)**: Please read the special LCR-part below. Please note that this option is visible only if Fleet or MPDS has been selected in Access mode.

- **Blocked address book**: By choosing this option, you can restrict mobile-to-fixed messages to a certain group of addresses predefined in the SkyFile Mail address book. This parameter can be changed with the master password.

- **Login required at program start**: In case you do not use sub-accounts, but still want to protect your SkyFile mailbox with your master-password, please select this option.

- **Activate SkyFile Mail Prepaid services:** this option must be selected in case of SkyFile Mail prepaid & MyMail usage. Please read the special prepaid part further below.
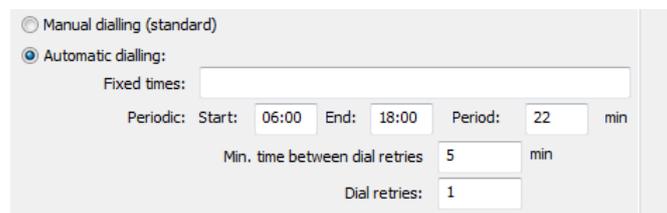
8.2 ENTERING THE DIAL PARAMETERS

- **Do not send files bigger than [...] KByte:** This parameter protects you against high transmission charges by accidentally attaching too large files. The limit refers to single attached files, not to the total email. This parameter can be changed with the master password. This limit is the maximum size which can be sent. Another limit can be set up for each sub-account. The sub-account-limit cannot be higher than the limit entered in this menu.

- **Minimum time between dial retries:** This controls the time interval and frequency of dial retries if a connection has not been successful, e.g. with modems after BUSY, NO CARRIER etc.

- **Manual dialing (standard):** With the manual method, dialing is only possible in the message list window. The following time settings are ignored during manual dialing.

- **Automatic dialing:** In case the dial-in should be done automatically at fixed times of the day, you can enter the frequency / exact times at which you want SkyFile Mail to start the message transfer. Please note that SkyFile Mail only accepts 00/15/30/45 as minutes. Furthermore the real dial-in is delayed by a random time of 0-10 min. This is to avoid that e.g. dozens of vessels with the same configuration are dialing-in in the same second. With automatic dialing, a symbol appears on the bottom right of the screen.

  Please create a link in the Autostart-folder of Windows to the program "host32.exe" (in the SkyFile-directory) to make sure, that the time schedule is running also after a reboot of the system. The dialing parameters are recorded in the message list under the menu item "Configuration" and may be changed later.

- **Automatic dialing:** In case the dial-in should be done automatically within a fix time-slot with a special rhythm, you can enter start and end time + a period time in minutes.

Following the examples displayed below:
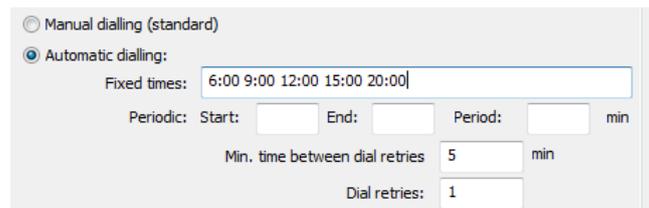
An automatic dial-in will be done to the SkyFile server, every 22 minutes between 06:00AM and 06:00PM.

An automatic dial-in will be done to the SkyFile Server at 6:00, 9:00, 12:00, 15:00 and 20:00

The actual dialling will take place at the given time(s) plus a random variation of up to ten minutes to avoid busy situations when several users in a fleet use the same time.

8.3 PORT CONFIGURATION (LOW-SPEED)

Inmarsat Fleet33, Iridium, Thuraya

- Access mode family: Select "Inmarsat" or "Iridium" or "Thuraya"

- Access mode: Select your device within the list proposed by the software.

- Device: Select the COM port your satellite terminal is connected to.

- Baud rate[2] / AT-commands: Will be filled out automatically by selecting the access mode.
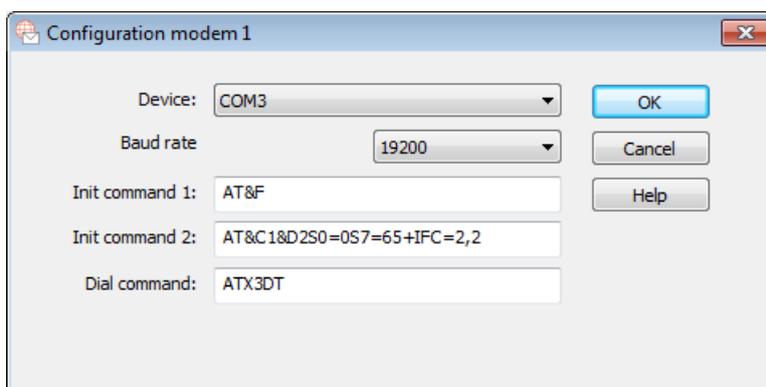
The preset parameters in Init. Command 1 and 2 and Dial command are suitable for almost all Inmarsat /Fleet 33, Iridium and Thuraya terminals. If a connection cannot be established, please refer to the manual of the terminal, whether special AT commands are required.

If you are using a Fleet33 terminal, we recommend installing SkyFile Mail in MPDS-mode (see next page) instead of modem-mode, as with this terminal a data-transfer via MPDS will save transmission costs (depending on your personal rates).

8.4 PORT CONFIGURATION (HIGH SPEED, ISDN)

Inmarsat Fleet77/55 ISDN

To connect to an Inmarsat-ISDN system, you will need an ISDN adapter for your PC (e.g. Fritz!Card from the supplier AVM). In addition, you will need to install the relevant CAPI 2.0 driver associated with the ISDN-card.[3] Please make sure, that the ISDN-card is HDLC compliant (HDLC is supported by almost all ISDN cards).

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[2] The term Baud rate does not refer to the net physical speed of the telephone modem or Inmarsat system, but the port Baud rate of the PC. Please do not set higher rates than those given here, because they will affect the package size used by SkyFile Mail. If the Baud rate is too high, SkyFile Mail uses a too big package size for the service concerned, this adversely would affect transmission.

[3] External ISDN adapters which are connected to a serial port on the PC (e.g. ISDN-TL from Elsa) are controlled like analog modems with AT commands. The necessary initialization settings for the MSN (your own phone number) are given in the relevant manufacturer's manual, because they are standardized for each manufacturer. You may have to set the adapter with a suitable AT initialization command to the matching ISDN data protocol HDLC that SkyFile Mail uses with ISDN cards. Package
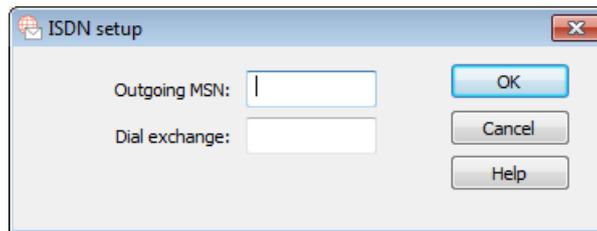
- **Outgoing MSN:** Data-IMN, from which you dial. It will be filled out automatically by selecting the access mode. It can be left empty in most cases.

- **Dial exchange**: Here you enter the numbers (typically a zero) which must prefix the actual phone number in case you have installed the ISDN card as an extension number in a telephone system. In most cases this field is empty.

8.5 PORT CONFIGURATION TCP/IP, MPDS, INMARSAT I-4 & VSAT SERVICES

From SkyFile Mail v8.25, you can control your IP-device from SkyFile Mail. It allows you to start the IP-session from the software. At the end of the connection, the IP-session will be automatically closed. This behaviour allows you to reduce the risk of unwanted data (such as DNS requests) which could be transferred while the session is still opened.

To use the IP-device control, follow the instructions.

Access mode family: Select "Inmarsat IP" or "VSAT" or "Other" Access mode: Select the device within the list proposed by the software

8.5.1 Router

If "Router" is selected, SkyFile Mail does not take in charge the control of the device. The dial in is manual. SkyFile will not open or close the IP-Session.
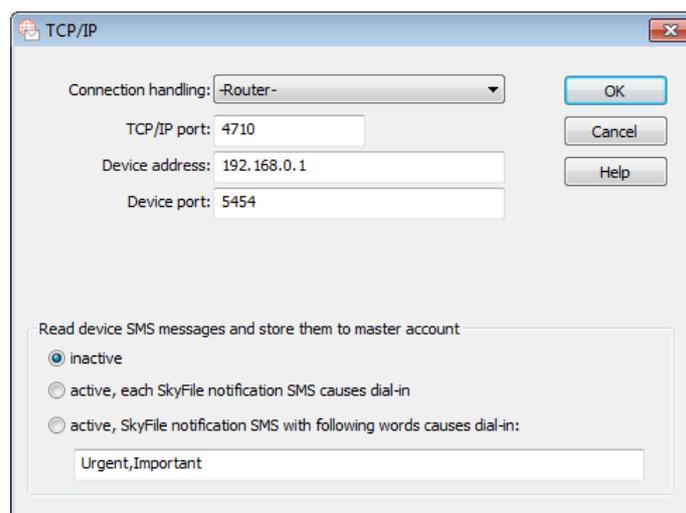
length is max. 2 KByte. With many ISDN adapters (e.g. Elsa TL), this protocol is the factory setting. You should use a port Baud rate of 115200 Baud.

8.5.2 Sample of device control with Sailor device

Select "Sailor device control" in case "Inmarsat Sailor" has been selected into the "Access Mode" list.

8.5.3 MPDS & PPPoE

- **RAS connection:** For a connection over MPDS or PPPoE you must create a standard windows dial-up connection for Marlink MPDS[4]. In "RAS connection" you will see all created dial-up connections for your PC. Please select the MPDS dial-up you want to work with.

- **RAS username:** In case of an MPDS transfer the username of the dial-up connection will be shown.

- **RAS password:** In case of an MPDS transfer, please enter the password of the MPDS dial-up.

- **TCP/IP port:** Per default this value is 4710. In case of special installations, this value may have to be changed.

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[4] *A Marlink MPDS dial-up connection will be created with the following parameters: username/password: inmarsat/inmarsat, dial-nr: "123#" (T&T) or "**94#" (Nera), connection via the windows standard modem 33.600baud (alternatively: 28.800baud) with the additional modem-init-command "AT+WS45=4;+WLES=011". The speed of serial port should be 115200baud. IP and DNS address will be obtained automatically.*

8.6 LEAST COST ROUTER (LCR – ONLY FOR FLEET)

8.6.1 LCR, functional description

Since SkyFile Mail v9.00, the option "Least-Cost Router (LCR)" is hidden. It becomes visible only when "Inmarsat Fleet 77 ISDN" is selected in the "Access mode" parameters.
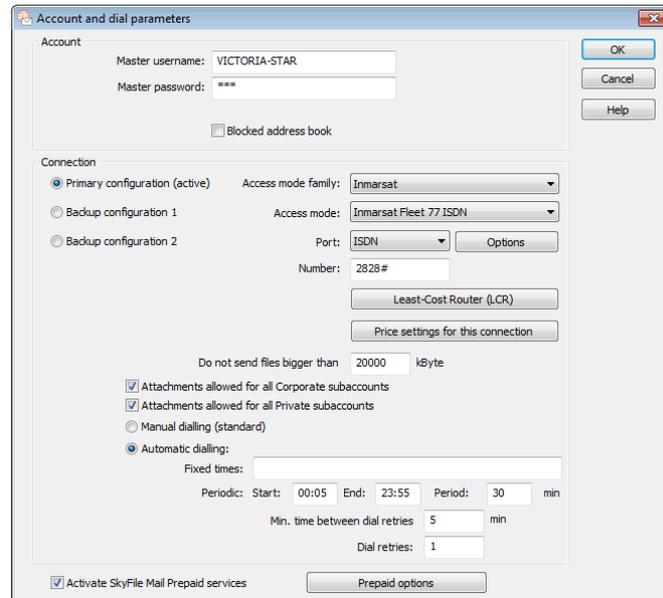
Fleet33/55/77 terminals provide two types of data transmissions:

- **MPDS**: Pay by Mbit – Best suited for small files.

- **SCPC** (ISDN/data9.6): pay by time - best suited for larger files.

As a result the user should always calculate transmission costs to be able to select the transmission with the least costs.
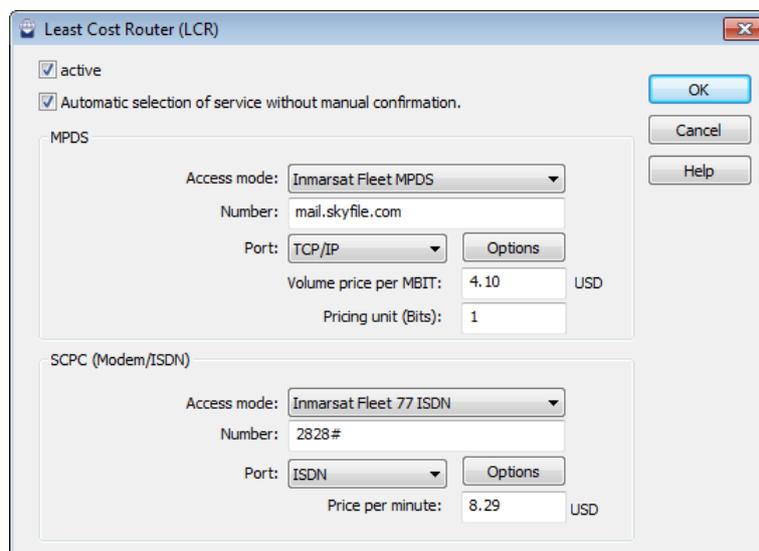
In order to avoid this manual effort, the Least Cost Router (LCR) of SkyFile Mail automatically performs this calculation on the basis of the actual compressed message volume to send and receive the data throughput and the inserted prices for MPDS and SCPC.

- **Active:** Activates the LCR

- **Automatic selection:** Choose whether you want to confirm the service decision or allow SkyFile Mail to automatically decide.

- **Prices/Units:** Please enter the actually negotiated traffic prices of your company. If you do not know these prices, the LCR will still be able to select best transmission option using the default prices.

If you start the dial-in, the LCR first calculates the decision only on the basis of the mails which are to be sent. In case MPDS is selected, the LCR connects to the server and checks whether potentially large emails to be received would require a change to SCPC, a more cost-effective transmission mode.

In this case you will be asked another time for a manual confirmation (if you are in manual mode). Then the message exchange will be started. A notification, in the configuration window informs you that the Least Cost router is activated.

8.6.2 LCR & Split Billing

Depending on the mode selected by the LCR calculation, the appropriate price is used. The mode is displayed in the detailed bill which can be provide to the final user (passenger or crew-member)

On-board split-billing sample:

Section 1:

- Price per Mbit   = The price per Mbit attributed to "master" sub-account

- Price per minute   = The price per minute attributed to "master" sub-account

- Total time   = Sum of ISDN connections over LCR for "master" sub-account

- Total bytes   = Sum of MPDS connections over LCR for "master" sub-account

- Charge (CSD)   = master's invoice for ISDN connection in September

- Charge (TCP)   = master's invoice for MPDS connection in September

- Charge   = Global invoice for September

Section 2:

Summary per Internet address in minutes (SCPC) and in volume (MPDS)

Section 3:

Detailed list of emails sent & received by the user.

8.7   INSTALLING THE STANDARD MAIL-TO HANDLER AND THE FAX DRIVER

8.7.1 Setting SkyFile Mail as standard mail program

After making the configuration you are asked to set SkyFile Mail as the standard program for emails. This ensures that when you click on a mail link in your Internet browser (e.g. Internet Explorer), SkyFile Mail automatically starts, and the destination address is correctly entered.
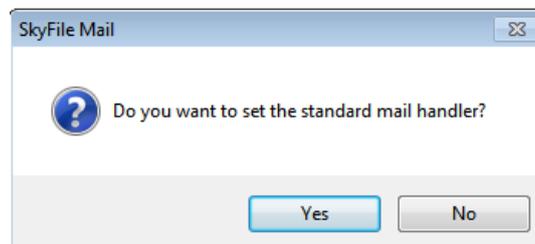
The standard mail-to program option can also be activated later under "Options" in the message list.

8.7.2 Installation of fax driver

To produce telefax pages SkyFile Mail employs a printer driver, which you can also install in the message list under "Configuration" ("fax support"). After restarting Windows the fax printer driver is available as a virtual printer called SkyFile, and can be used from any application.
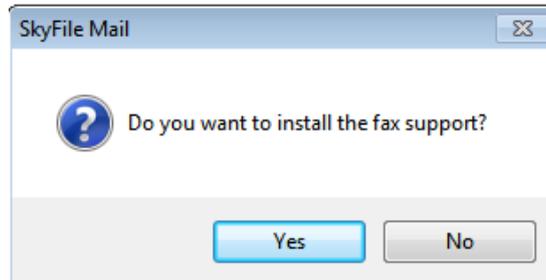
8.8 SKYFILE MAIL – INSTALLATION IN A LAN

8.8.1 Local Area Network (LAN) installation

The SkyFile Mail client may be used on several workstations in a local area network (LAN). In case sub-accounts are installed, all different users could theoretically access an own mailbox from their PC, as long as it is connected to the LAN.

For this purpose, SkyFile Mail only needs to be installed once on the PC connected to the satellite communications terminal. After installation, the SkyFile Mail installation directory has to be made available (mostly C:\SKYFILE) for read/write file sharing with other PCs in the LAN (in the file explorer you will see a hand under the SkyFile directory).

The other workstations are connected by simply creating a desktop link through the LAN to the file "autosync.exe" in the SkyFile Mail installation directory.

When using sub-accounts, we recommends creating a link to the transfer module "host32.exe" in the Windows Auto-start folder in order to ensure internal emails (between sub-accounts) to be delivered instantly. Internal emails may be sent and received free of charge, using the full local email addresses including the sub-account names.
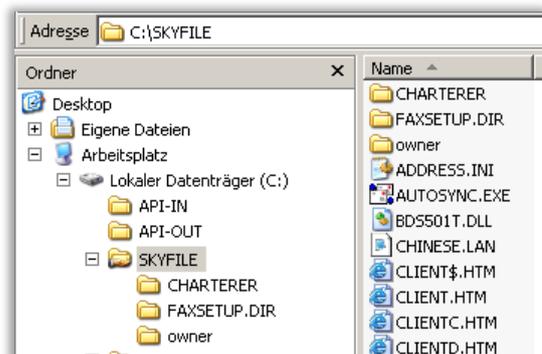
8.8.2 Using SkyFile Mail on a terminal server

For running SkyFile Mail in a terminal server environment, the program SlotProx in the SkyFile folder must always be running. It can be launched either as a normal application from a local account on the terminal server PC, or as a service, which is recommended. To launch SlotProx as a service, please follow these steps:

Make sure you are logged in locally at the server with administrative privileges.

Select "Run…." From the Windows start menu and enter c:\SkyFile\slotprox – i (adjust the path if required).
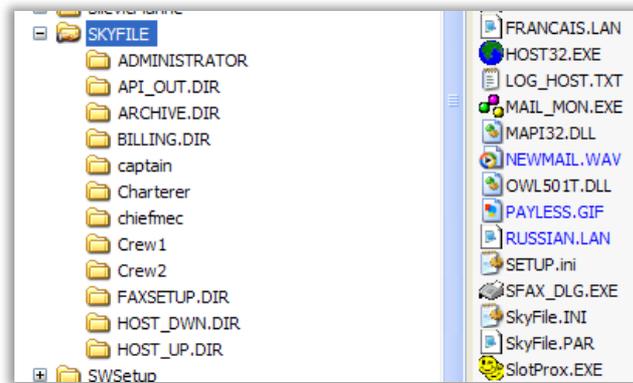
Use the Services Applet of the Windows control panel to start the service "Shamrock Mail-slot Proxy".

Using the SkyFile client in this local admin session, install the SkyFile Mail fax printer driver.

The SkyFile Mail transfer host should always run in a local session with standard user privileges, e.g. using a Start-up link for this user to host32.exe (but not for all users!)

A terminal server has its pros and cons. While the centralized administration is often seen as the main advantage, compatibility problems of some programs, a slower response of applications and the increased network load are downsides. Please refer to Microsoft® for more information.

9. SMART PROFILE MANAGEMENT

Beginning with SkyFile 10.10, it is possible to assign a new function to a SkyFile account named "Smart Profile Management". According to the IP detected by the server, the customer is set to a profile "VSAT/terrestrial", "FBB" or "IOP/other". For each of these profiles different restrictions and limits can be configured by Marlink, shore-side. To activate the "Smart Profile Management" and to define your own profile please, contact Marlink Service Desk or send the SkyFile Order Form v37 or following. "Smart Profile Management" function is part of the SkyFile Mail Entry+ and Premium packages.

Connections from non-Marlink SIM are handled like terrestrial dial-ins and are treated like VSAT. Only IOP connections from the IP 12.47.179.107 are handled really service-dependent. For all other services, the SkyFile server cannot know the associated Inmarsat service type. As an effect, the Smart Profile Management is working in every respect only while using a Marlink SIM.

For both transfer directions, fix to mobile and mobile to fix, emails which are beyond the limit or forbidden by type of the message, are not transferred but stored in the mailbox. For example, if private accounts are not allowed to transfer mails with attachments, mails received for this account with attachment are stored on the SkyFile server until the ship is using again VSAT. If a private account is writing a mail to a terrestrial address with an attachment, the mail is stored in the Outbox until VSAT is used again. According message boxes inform the user about this fact.

A special situation is the case when a mail is multi-addressed to corporate and private subaccounts on the same ship and different rules are valid for these two account types. Assuming a mail is received at the server with an attachment to a corporate subaccount and to a private subaccount:

- Corporate accounts disallowed, private accounts disallowed completely:
  ➔ Mail is kept in the Outbox for both until VSAT is used again.

- Corporate accounts allowed without attachments, private accounts disallowed completely:
  ➔ Mail is kept in the Outbox for both until VSAT is used again.

- Corporate accounts allowed with attachments, private accounts disallowed completely:
  ➔ Mail is transmitted to the corporate subaccount only, a private account will never receive this email.

- Corporate accounts allowed with attachments, private accounts allowed without attachment:
  ➔ Mail is transmitted to the corporate subaccount and to the private subaccount.

- Corporate accounts allowed with attachments, private accounts allowed with attachments:
  ➔ Mail is transmitted to the corporate subaccount and to the private subaccount

10. SKYFILE MAIL, FIRST CONNECTION

If business and/or private sub-accounts have been already created, the following window is displayed when the users open SkyFile Mail.

Select your own account in the list proposed, and then enter your password (if needed).

Select the language in the list proposed. The selected language will be registered in the INI-file of your sub-account. The same language will be proposed each time you will use your account. Different languages can be used in parallel by different people without problems.
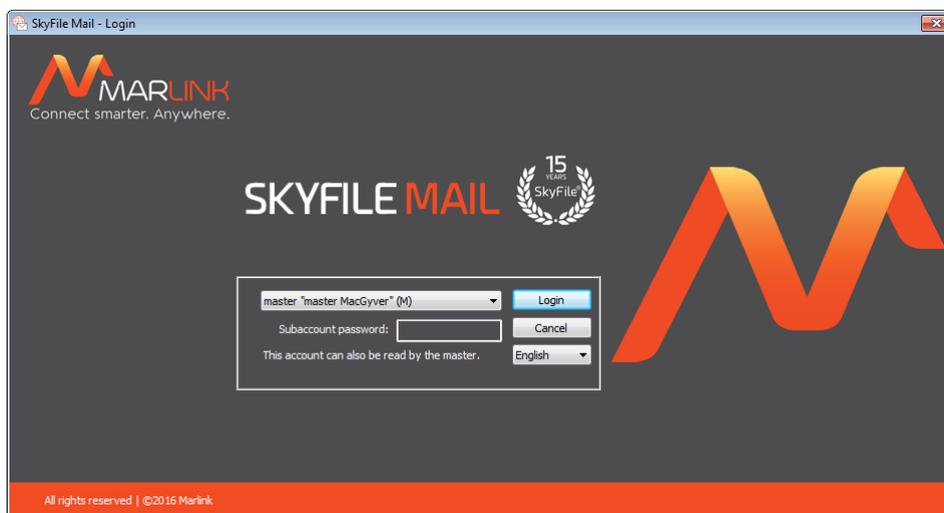
Click on "Login".

Additionally, if the SkyFile Mail prepaid option has been selected by the SkyFile Mail administrator (Master), the following window is displayed.

Please select your "Corporate or Private Subaccount" within the list proposed or select your "Prepaid" account. Please enter your password and click on "Login".
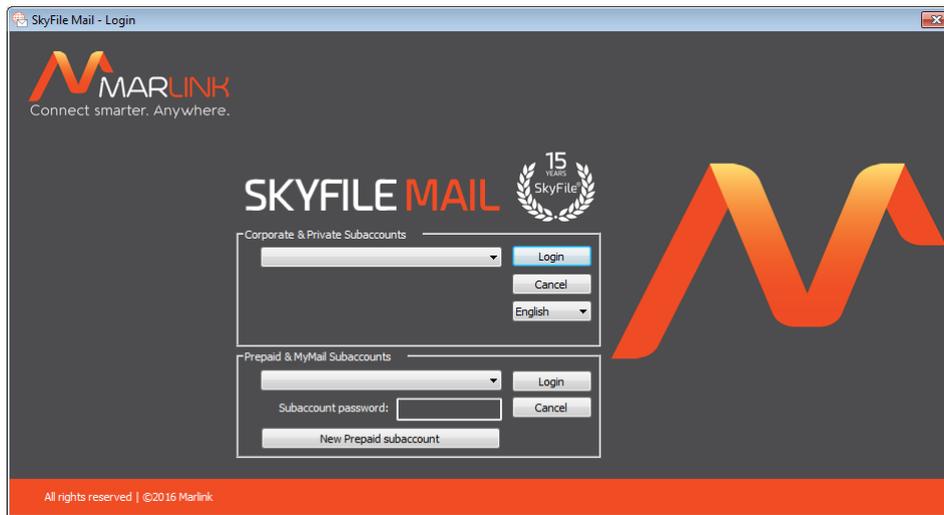
If the option "Self-Registration" has been enabled by the SkyFile Mail administrator (Master), a user (crew member or passenger) can create his own prepaid sub-account.
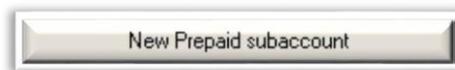
Please click on and follow the instructions.

Note: With SkyFile Mail v7.5 and higher, the category of each sub account is displayed after the user-name (in brackets).

(M) = Master

(C) = Corporate

(P)= Private

11. MESSAGE LIST

11.1 MESSAGE LIST FUNCTIONS DESCRIPTION

The following pages contain detailed instructions for the use of SkyFile Mail.

Description of the items:

- **"New mail"**: prepare a new email.

- **"Open"**: Open selected email.

- **"Answer"**: enables you to write and/or send an answer to a received message to the sender's address (and/or another Internet address). Per default, the original email is quoted in the answer-mail. If you want to change the default, please deselect the item "Configuration" >"Quote mail in answer".

- **"Answer all"**: to send an answer back to the sender and to all the other recipients of the original message.

- **"Forward"**: to send a received message to one or several other recipients in the address book or to other Internet addresses.

- **"Delete"**: deletes one or more selected messages in the message list with all attachments. Deleted files will be stored in the "recycle bin" archive for a defined period. Alternatively you can use the Del key (with Shift+Del no confirmation of the deletion is requested).

- **"Search"**: to search for text-strings within the selected archives. If you select the topmost item in the archive window on the left side, all archives will be scanned.

- **"Configure prepaid subaccount"**: to change your prepaid sub-account parameters.

- **"Send SMS"**: to enter a short text message (SMS, up to 160 characters) to a GSM-mobile phone. The recipient can easily respond to this SMS by using the "Reply"-function of his phone.

- **"Call detail viewer"**: to access to the call logs

- **"Address book"**: to enter, organize, manage and delete email addresses, SMS and Fax numbers.

- **"Log-off"**.

The screenshot below shows the user interfaces of the mail program or the message list.

You can open this message list by clicking on the SkyFile Mail icon in the Windows program menu in the SkyFile folder (Start - Programs - SkyFile - SkyFile). The symbol bar of the message list window includes the following frequently used functions:
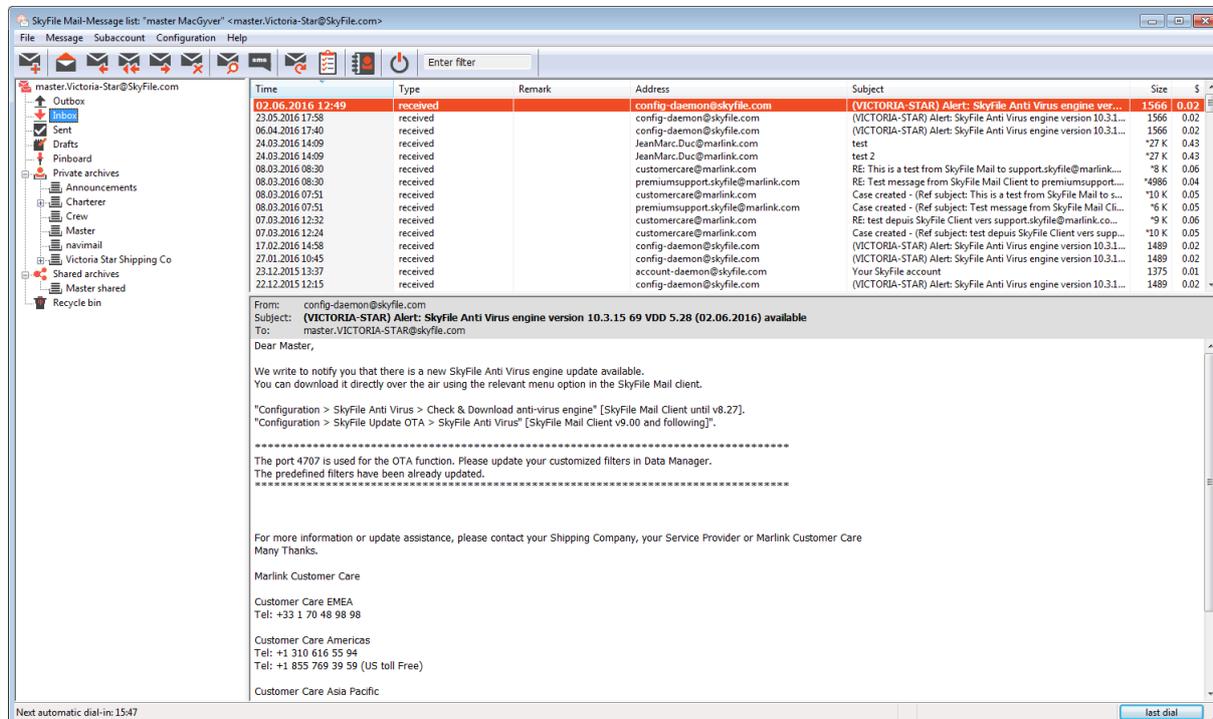
The top/right window of the message list gives an overview on the current status of the messages: Messages to be sent ("**out**"), messages which were already sent ("**sent**") or received ("**in**"). The new messages are kept until the data exchange has been started (see "Dial now"). Received but unopened messages are shown in bold characters.

A click on an arbitrary title changes the **sorting** of the messages in the message list. A click on the right mouse key displays a context menu in which a file can be deleted, opened or resent.

Columns in the message list:

- The **"Time"** column gives the local time of the email as indicated by your system clock. The European date format is used: day, month, year (this is not the date given in the date line of the email header).

- The **"Type"** column shows whether a message was received, sent or will be sent.

- The contents of the **"Remark"** column can be changed as required with a right mouse click and "change remark…" For SMS and faxes, the column contains already the indication "FAX" or "SMS" and the respective delivery status.

- The **"Address"** column either contains the terrestrial email address or a name if known.

- The **"size"** column shows the size of the message including all attachments. A leading "*" indicated, that a file has been attached.

- The "**$**" gives the price of each transfer. This columns is visible only if a price per volume or per minute has been set up on the account.

11.2 ARCHIVE WINDOW / FULL-TEXT SEARCH

11.2.1 Archive window

The archive window contains all standard and self-defined archives:

- **New:** contains all incoming and outgoing messages. By right click "**split view**" you can split the "new" archive into "outbox", "inbox" and "sent" (like in Outlook)

- **Drafts:** If you have not yet finished writing an email, but you have to carry out another action, just press "exit" and you'll be asked whether the email shall be stored in the "Drafts" archive.

- **Pin board** (or info-board): To make text information (e.g. announcements) available for all sub-account users, right-click on "Pin board", press "new", enter the subject and the text of the announcement.

- **Private/Shared archives:** In order to file your messages along your personal system, you can create personalized archives which might also be nested tree-like. In case you have created a sub-account, shared archives could be created which are accessible for all sub-accounts. After creation, messages can be moved via drag & drop to the selected archive.

- **Recycle bin:** In case you delete one or more messages from your message list, these messages will be stored in the "Recycle bin"-archive. This prevents you from losing emails which were deleted by mistake. You can individually define the time limit for storage in this recycle bin selecting "Configuration"-> "Recycle bin". With "disable Recycle bin", you deactivate this function.
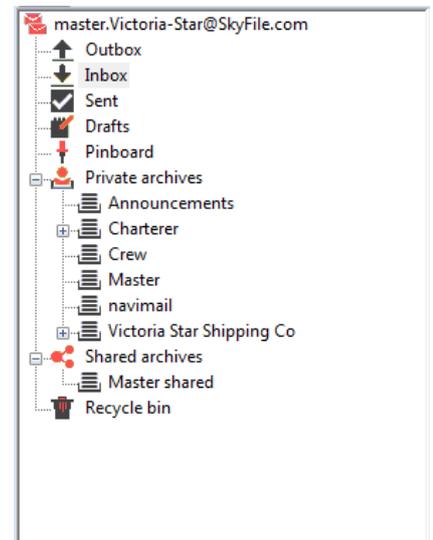
11.2.2 Archive Management

Beginning with version 10.10, the SkyFile Mail client has an automatic archive management to avoid that mail archives get too big. Archives containing too many emails slow down the client significantly. Too big archives may also create problems by a huge time needed to modify them and, in very serious cases, even touch the limits of the file system. Both situations can additionally increase the probability of file access conflicts when SkyFile Mail is used in a network on several workstations at the same time.

- Archives are renamed automatically if they exceed one of the following limits:
    - The size of archive file (extension .BIP or .BIS) exceeds 1.200.000.000 bytes (~1.2 GB), or
    - The mail count in an archive exceeds 1.200.
    -
- Warning messages are displayed to the user if archives exceed the following limits:
    - The size of the archive file (extension .BIP or .BIS) exceeds 1.000.000.000 Byte (1 GB), or
    - The mail count is beyond 1.000.

If an archive is renamed automatically, the name is extended by "_old_[number]". Example: An archive with the name "charterer" is renamed to "charterer_old_001". If this file exceeds the limits once again later, it will be renamed to "charterer_old_002".

The check is always done during the start of the SkyFile Mail client and during each POP3/SMTP connection of a SkyFile subaccount.

11.2.3 Sharing private archives

Beginning with SkyFile Mail v10.10, each user having subaccount in place can share his private archive with another user within the same LAN.

A right-click on the name of an existing archive opens a windows where the user can select "sharing"
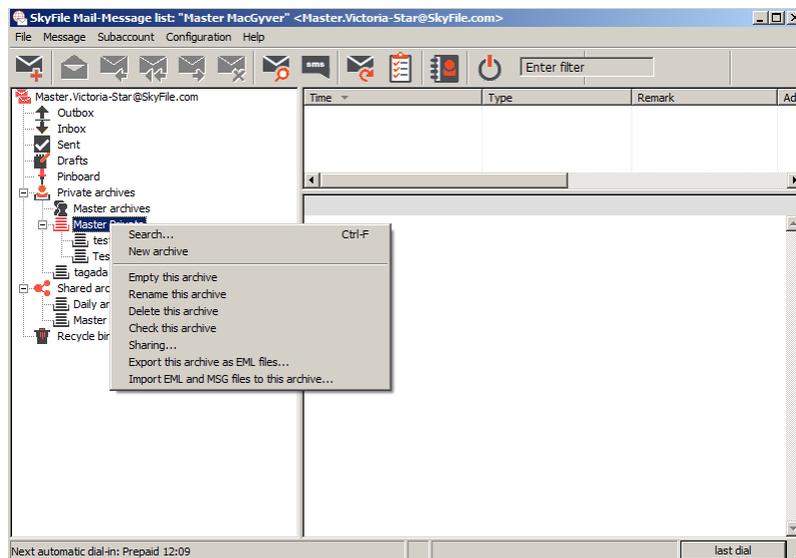
From that windows the user can freely add or remove subaccounts/users who will have the possibility to consult the defined archive.
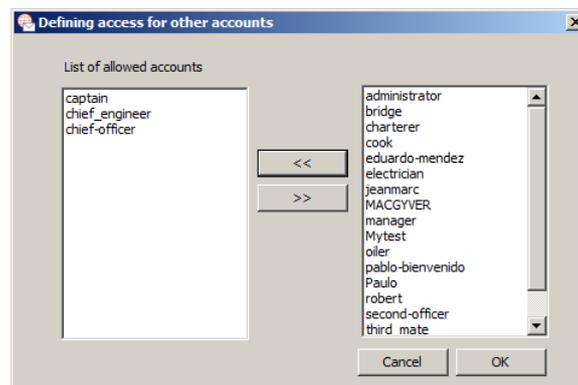
Master Private Archives are not available with read and write rights to other people onboard, for instance from the subaccount of the Chief Engineer.
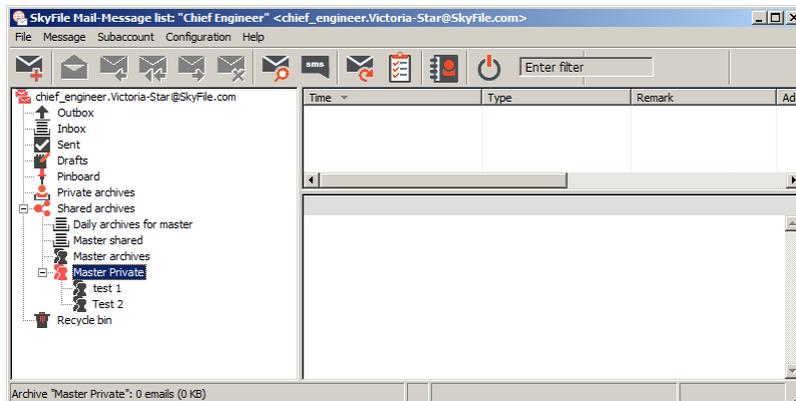
11.3 FULL-TEXT SEARCH

By pressing the "search" icon or Ctrl+F you can search for an expression or email address within every message shown in the currently selected archive. In case it is found, F3 continues to search for this expression. If you select the topmost item in the archive-window, all archives of one sub-account will be scanned for the given expression.

11.4 SENDING AND RECEIVING MESSAGES

With the integrated text editor you can write or edit messages, and also optionally attach files to messages. The text editor is opened by clicking the "**New mail**" button.

You open received emails in the message list with a double click on the relevant line. An outgoing email (not sent yet) can still be changed by double clicking this email.

When you write a new email or respond to one, a window appears with the following content:
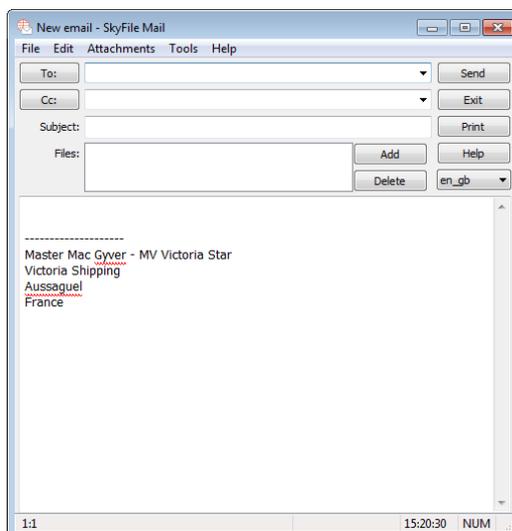
Functions in the text editor:

- **"To:"** Clicking on the little phone book next to "To:" opens a window containing the address book, in which you can select your contacts. By holding down the Ctrl- or Shift-key you can select several names. Select the required recipient by a double click or with "Apply". However, you can also select one of the latest addresses used, or type in manually one or several addresses (separated by commas).

- **"CC:"** Here you can enter one or several extra recipients. The same rules and formats apply to the "cc"-addresses as to the addresses in the "To" box.

- **"BCC:"** Recipients entered here receive the email as "blind copy", i.e. their addresses are not visible to the other email recipients. You have to switch on the BCC box under "Tools" first ("Show BCC") or press "F6".

- **"Subject:"** Here you enter a subject for your message. When you reply to an email, the subject is automatically adopted and prefixed with "Re:"

- **"Add:"** You can attach one or several files of any type to your text message. However, please check the size (see p. 4, "Do not send files bigger than [...] KByte").

"Text:" In this box the text of the message is entered. To insert text from a prepared TXT-file, please press "File"->"Insert…" and select the filename. The window width determines the length of the line. When the window opens for the first time, it shows about 70 characters per line, which means that texts will be correctly printed.

Within the text editor you are able to **search** for an expression (Ctrl+F). To continue the search, please press F3.

To print a message with header and message-text, press the button

Specialty for sub-accounts: If you have created sub-accounts with volume-billing, the price of the currently created message inclusive all attachments are shown in the bottom-line of the edit-window.

Below the "Help" button, you can find a selection box with several languages. By default, you get English, German and French.

This is the area where you can select your spell checker language.

11.5 SPELL CHECKER (v7.60 AND HIGHER)

SkyFile Mail uses the popular Hunspell module for spell checking. The folder DIC.DIR below SkyFile contains some pre-configured spell-checking files (depending on whether you have installed SkyFile Mail from a downloaded ZIP file or from a CD).

Each language requires an .AFF and a .DIC file. The file name looks like this:

<family>_<country>.AFF

<family>_<country>.DIC

where <family> is e.g. EN for English, and <country> is e.g. US for United States.

You can download additional spelling files e.g. from http://wiki.services.openoffice.org/wiki/Dictionaries in the ZIP format and unpack the .AFF and .DIC files into the SkyFile DIC.DIR subfolder.

(Note: The .OXT files as used by Open Office 3.x are renamed ZIP files and can be used alternatively.)

The spell checker will ignore quoted text (">" at the beginning of a line), links, file paths, and words which do not contain lower-case letters.

Spell checker support with error display (red curls) and correction suggestions during writing mails on the fly. The writer can change the current dictionary with one click. SkyFile Mail is currently shipped with English, German and French dictionaries.

11.6 ADDRESS BOOK

In the SkyFile Mail message list window you can enter a list of frequently contacted email, SMS and fax partners by pressing the address book symbol.
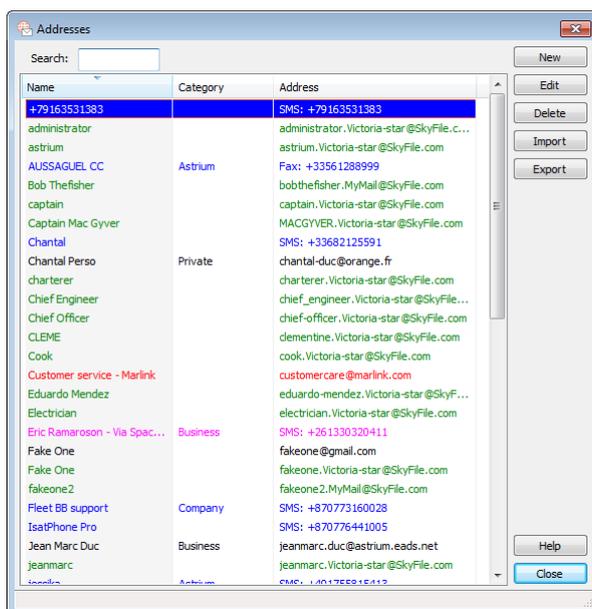
- **"New":** Enter the name and address of a recipient here. In case you choose "SMS" or "Fax", the address will be a GSM Number or a terrestrial Fax number beginning with the country code (e.g. +4922872192729).
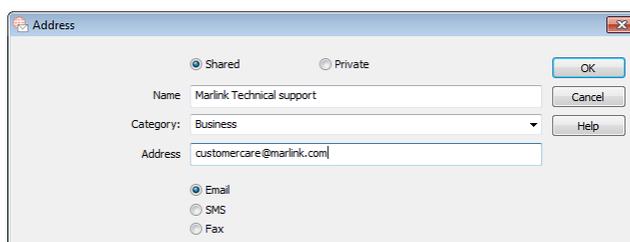
Entries can also be edited and deleted by selecting the entry and clicking on the relevant button.

Entries in your address book might contain a group of email addresses, with the addresses separated by commas.

When you send a message, you can select several recipients simultaneously by holding down the Ctrl key. This considerably saves you transfer costs, as the email is transmitted to the gateway only once and then allocated to the individual destinations.

In SkyFile Mail v7.5 and higher, you can find the field "**Category**". This can be a company name or something similar. The address book view can be sorted by name or by category. Additionally it is possible to select a complete category as a group. The number of recipients is limited to 100 addresses.

You can use the category-name to send an email to a group of email-addresses.

- Select "New Mail"

- Click on "TO:"

- Select the group you wish to send an email to. Click on "+"
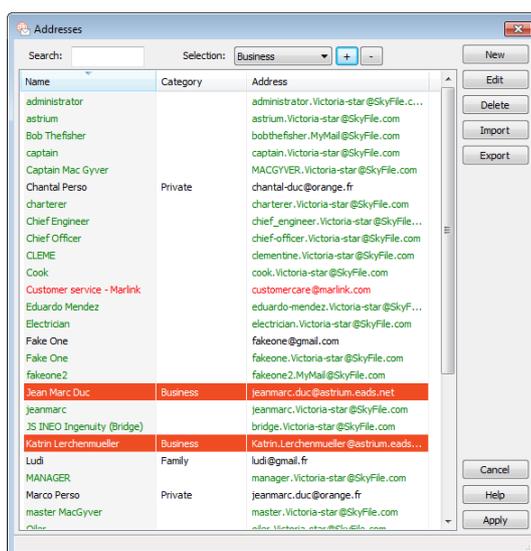
The addresses, member of the group, are selected. Then click on "Apply"
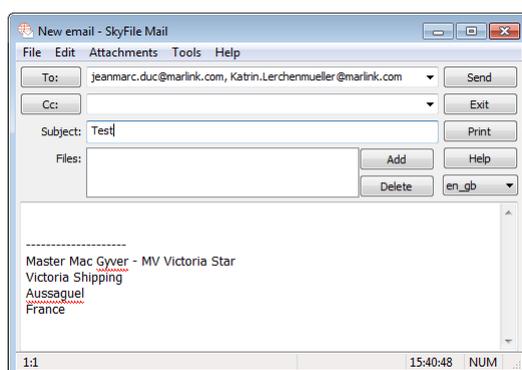
"Import": If you want to provide several SkyFile Mail clients with the same address book content, you can create a text file with the following format:

- **Name, address**

- **Name, SMS: number**

- **Name, FAX: number**

- **Or "name"; "address"**(comma or semicolon, quotation marks allowed)

This file can be imported by pressing the "Import"-button.

- **"Use Windows address book":** If you use a Windows address book locally installed on your PC for e.g. MS Outlook or MS Outlook Express, you can easily use these entries for your SkyFile Mail address book by clicking this option "use Windows address book".

All email addresses, fax and SMS numbers will be accessible now.[5] You can even add new email addresses directly in your Windows address book.

In case you have created sub-accounts, you may decide whether you wish to handle the entries in your address book privately or make these commonly available and visible for all sub-accounts.

11.7 SEND / SAVE FILE ATTACHMENTS

- **Save File attachments:** Depending on their type, attached files can be saved or immediately opened. The following safety levels are implemented.

- **Safe files:** can be opened or saved (bmp, rtf, ini, gif, jpg, jpeg, tif, wav, pcx, log, pcm, dcf, mp3, mpg, mpeg). A warning is displayed for types such as doc, xls and ppt, because they may contain scripts.

- **With HTML files** (.htm, .html) SkyFile client can receive HTML mails. They are displayed as an attachment which has to be opened in order to view it in an HTML browser like Internet Explorer, Firefox or others). SkyFile Mail contains an evolution which allows the server to create a plain-text alternative if an email contains HTML only.

    As a consequence:

    - It is then possible to search mail archives for the text

    - Quoting the original mail text in an answer is easily possible

    - Text is visible in the preview pane of SkyFile Mail before opening it

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[5] *If the Outlook address book is not saved on the local PC but on the Outlook server within a network, this option will not work.*

By reducing .htm attachment to plain text, the mail volume is reduced significantly, typically to less than 1/3 of the original size, making SkyFile Mail more competitive in this case. If MS Outlook is used for sending, the volume is often reduced to 1/10 since Outlook creates a very inefficient HTML code.

- **Unknown file types** for which no application is registered can be optionally opened with the editor. Executable file types such as exe, com, scr have to be saved first; they cannot be started prior to detachment.

- **Send File attachments** to attach a file to a message click on the "**Add**" button in the text editor.

A folder (directory) window opens via which you choose the required file. Attach the selected file to the message by a double click. If you want to add another file, go back to "Add" again and insert the respective file as described.

Another way to attach files: simply drag the respective files from e.g. the explorer and drop them on the SkyFile Mail "new email" window.

Please note that the size limit must be observed. Very large quantities of data can only be sent if the dialing settings permit this. The protected change of this function requires a password.

11.8 MACROS / SIGNATURE

- **Macros:** You will find this menu item in the "Tools" menu of a SkyFile Mail "New email" window.

Macros help you to save time and typing work. Frequently used phrases, such as "Dear Sirs," or your contact data can be assigned to an abbreviation such as "ds" or "address".
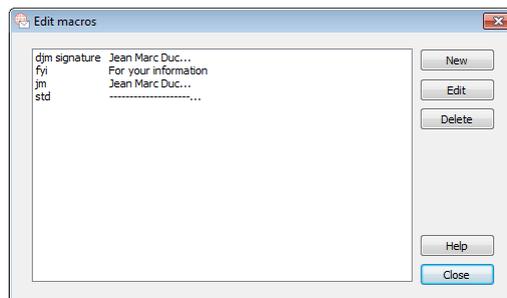
If you press "F2" or select "Tools" in the text editor, you will see the menu options "Edit macros ..." and "Expand macros". In case you have created a macro (e.g. "ds"), you can expand it by typing it in the text box and clicking on "Tools" - "Expand macros", or by pressing F2.

- **Signature:** A signature is a fix text string with e.g. your name, company name and telephone number, placed at the bottom of each email to identify you as sender of the email. The signature can be used by creating a macro called "std". The macro "std" will automatically be entered as a standard default in each new email.

11.9 SENDING AND RECEIVING FAXES

11.9.1 Sending faxes

If you have installed SkyFile Mail's Efax driver (see chapter "installation") you can transmit faxes to terrestrial fax machines from any application with the secure SkyFile Mail protocol. Afterwards you receive a confirmation of transmission by email. This method is a lot less expensive and more reliable than sending faxes directly from an Inmarsat terminal. To send a fax you first start the respective application (e.g. Word), and then open the document to be sent. In the File menu select "Printer setup" or "Print", and mark "SkyFile to SFAX:" or "SkyFile" as the right printer.

Select the "Print" command in the file menu again. A self-explanatory dialogue box appears, in which you can either type in the destination number or select it from the SkyFile Mail address book.
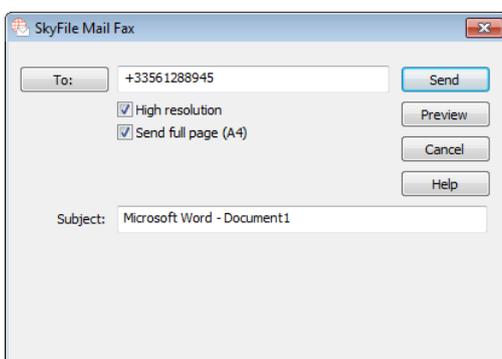
- **High resolution:** The normal/standard fax resolution is 196x98 dpi. High resolution is an option available in most (but not all) modern fax machines with 196x196 dpi. This will give a higher quality. In very few cases a fax machine might not be able to receive a high-resolution fax, so the fax must be resent in normal resolution.

- **Send full page (A4):** with this option OFF, the page is not filled up to the full paper length of an A4 sheet. This option saves cost and is no problem normally. "Send full page" adds automatically empty lines to the end of the fax to avoid potential problems with certain types of fax machines.

The fax is converted to a SkyFile Mail fax message, and will be sent during the next data transmission. The "Preview" button enables you to view the generated fax file on the screen; you will receive a confirmation of dispatch after the fax was successfully transferred.

If you have installed sub-accounts, the application will ask you for the respective sub-account from which this fax shall be sent.

11.9.2 Receiving faxes (fix-to-mobile)

If you wish to use our fix-to-mobile "receive fax" option, please register with Customer Care. You will subsequently receive a French terrestrial fax number which will be linked with your SkyFile Mail account. Faxes sent with a fax machine to this number will be converted into an e-fax and can be received with the next message transfer.

Please note that once you have applied for the fax-option, you will pay for all fix–to-mobile faxes which are sent to your number.

12. SENDING AND RECEIVING SHORT MESSAGES (SMS)

12.1.1 Sending short messages to a GSM mobile

From the message list you can send short messages to GSM mobiles.

Select "**Send SMS**" in the "Message" menu.

We recommend that you use the international format for the destination number, e.g. +447... (for a U.K. GSM number). By pressing "Send" the SMS will be stored in the outgoing mailbox to be delivered with the next data exchange. You will later receive a positive or negative delivery confirmation.[6]

12.1.2 Receiving short messages from a GSM mobile

The recipient of the SkyFile Mail SMS can easily answer by using the "Reply" function of his GSM mobile. The answer is then sent to the same number from where the SMS was received[7]. This is the SkyFile Mail SMS gateway number.

In order to initially send an SMS from a GSM mobile to a SkyFile Mail user, you have to enter "<SkyFile-username>: message-text" in the text and send it to the SMS gateway number; e.g. for an SMS to maria@SkyFile.com you need to send:

Maria: this is an SMS via SkyFile Mail

The SMS gateway number is usually +49 170 912 7629. It might be changed in the future in order to improve SMS functions. Please contact Customer Care in case you experience problems with this number.

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[6] Please note that this confirmation only refers to successful transfer to the mobile network, not to actual receipt by the addressee.

[7] To use this service, your GSM provider has to have an agreement with T-Mobile.
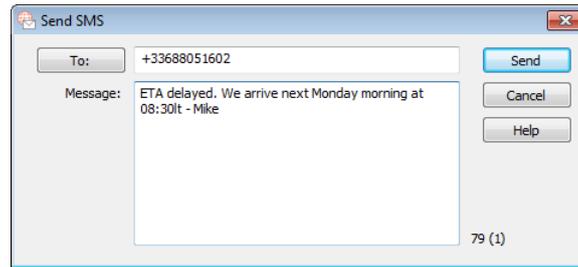
12.1.3 Long SMS (SkyFile Mail Premium only):

SkyFile Mail Premium allows you to send longer SMS up to 1530 characters (10 segments).

For Unicode SMS a single SMS can contain 70 characters. For longer messages each segment can contain 67 Unicode characters. The total max length is 670 Unicode characters (10 segments).

This is the case for Asian languages or French characters with accents.

12.2 DATA EXCHANGE AND PROTOCOL MENU

- **Data transmission via Inmarsat** An email, fax or short message which has not been transmitted via satellite yet, appears marked in red in the message list. For an immediate "manual" data exchange, click on the "**Dial now**" button in the message list. If you have decided to use time-controlled automatic dialing, all messages which are marked in red in the message list will be automatically dispatched at the intervals defined by you.

- **Messages are received and sent simultaneously**. To check whether you received any new messages, a data exchange has to be carried out. All messages will be compressed automatically by the SkyFile Mail system. The compression rate depends on the type of file, for TXT or Word-files compression rates amount up to 90%. So you do not necessarily have to compress attachments in advance.
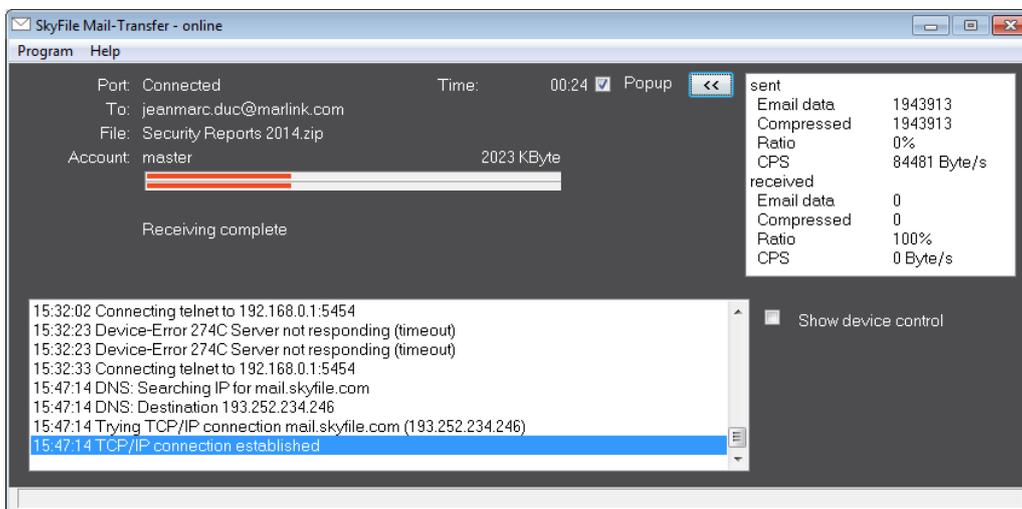
During transmission of a large attachment, you can see the file name in the host window. If you feel that the transmitted file is an unwanted one, click on the "Reject file"-button. This stops the transmission of the attachment and the respective file is deleted at the gateway. A re-transmission is not attempted. However, all other attached files and the text of the email will be received.

If the connection drops down within a data-exchange, SkyFile Mail will continue the transmission of the messages at the point of interruption to save online-times.

- **Protocol (log) function.** In the "File" menu you can constantly check ("Logs" ➔ "View logs") your connections made, which files were exchanged, rough duration of transmission, and whether any problems occurred during transmission. The protocol data can be deleted any time ("Logs" ➔ "Delete logs…").
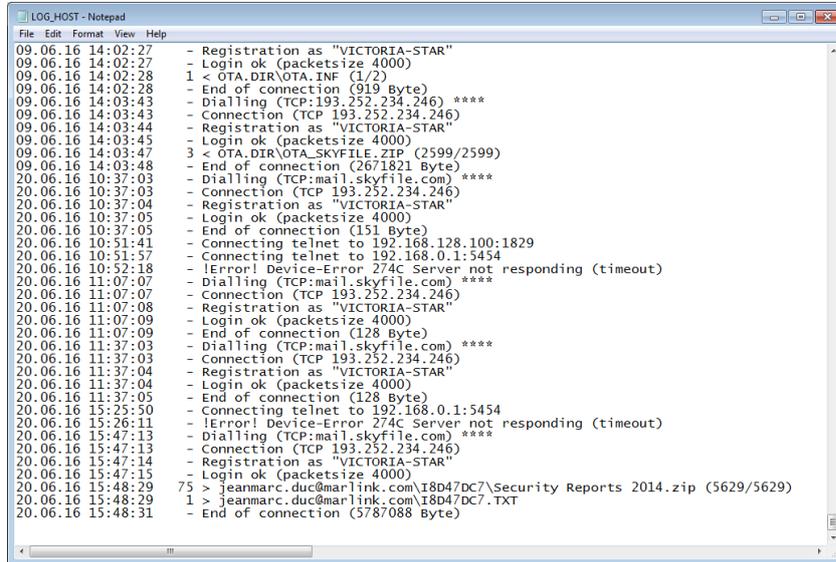

```
LOG_HOST - Notepad
File  Edit  Format  View  Help
09.06.16 14:02:27    - Registration as "VICTORIA-STAR"
09.06.16 14:02:27    - Login ok (packetsize 4000)
09.06.16 14:02:28    1 < OTA.DIR\OTA.INF (1/2)
09.06.16 14:02:28    - End of connection (919 Byte)
09.06.16 14:03:43    - Dialling (TCP:193.252.234.246) ****
09.06.16 14:03:43    - Connection (TCP 193.252.234.246)
09.06.16 14:03:44    - Registration as "VICTORIA-STAR"
09.06.16 14:03:45    - Login ok (packetsize 4000)
09.06.16 14:03:47    3 < OTA.DIR\OTA_SKYFILE.ZIP  (2599/2599)
09.06.16 14:03:48    - End of connection (2671821 Byte)
20.06.16 10:37:03    - Dialling (TCP:mail.skyfile.com) ****
20.06.16 10:37:03    - Connection (TCP 193.252.234.246)
20.06.16 10:37:04    - Registration as "VICTORIA-STAR"
20.06.16 10:37:05    - Login ok (packetsize 4000)
20.06.16 10:37:05    - End of connection (151 Byte)
20.06.16 10:51:41    - Connecting telnet to 192.168.128.100:1829
20.06.16 10:51:57    - Connecting telnet to 192.168.0.1:5454
20.06.16 10:52:18    - !Error! Device-Error 274C Server not responding (timeout)
20.06.16 11:07:07    - Dialling (TCP:mail.skyfile.com) ****
20.06.16 11:07:07    - Connection (TCP 193.252.234.246)
20.06.16 11:07:08    - Registration as "VICTORIA-STAR"
20.06.16 11:07:09    - Login ok (packetsize 4000)
20.06.16 11:07:09    - End of connection (128 Byte)
20.06.16 11:37:03    - Dialling (TCP:mail.skyfile.com) ****
20.06.16 11:37:03    - Connection (TCP 193.252.234.246)
20.06.16 11:37:04    - Registration as "VICTORIA-STAR"
20.06.16 11:37:04    - Login ok (packetsize 4000)
20.06.16 11:37:05    - End of connection (128 Byte)
20.06.16 15:25:50    - Connecting telnet to 192.168.0.1:5454
20.06.16 15:26:11    - !Error! Device-Error 274C Server not responding (timeout)
20.06.16 15:47:13    - Dialling (TCP:mail.skyfile.com) ****
20.06.16 15:47:13    - Connection (TCP 193.252.234.246)
20.06.16 15:47:14    - Registration as "VICTORIA-STAR"
20.06.16 15:47:15    - Login ok (packetsize 4000)
20.06.16 15:48:29    75 > jeanmarc.duc@marlink.com\I8D47DC7\Security Reports 2014.zip (5629/5629)
20.06.16 15:48:29    1 > jeanmarc.duc@marlink.com\I8D47DC7.TXT
20.06.16 15:48:31    - End of connection (5787088 Byte)
```
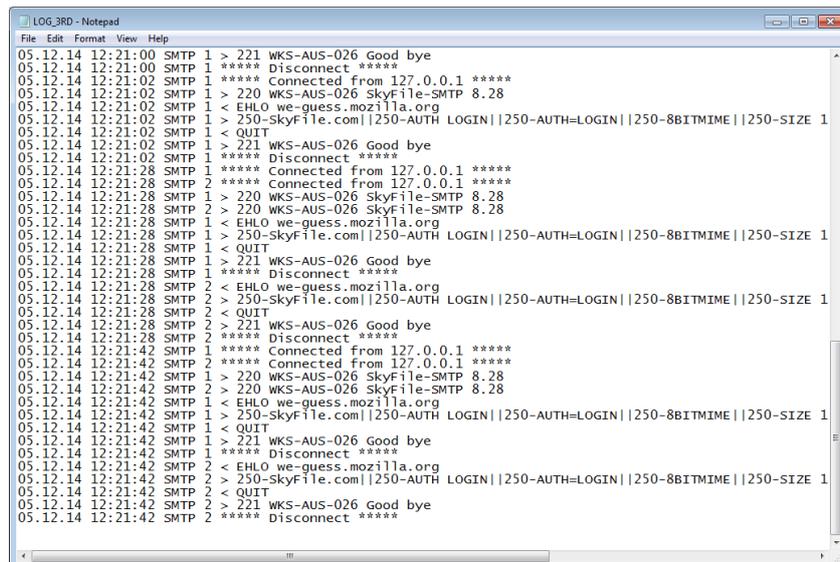
- **View logs of alternate email program**

SkyFile Mail v8.25 Premium allows customers to use an alternate email program like Microsoft Outlook or Outlook Express. This menu gives you access to these specific logs:


```
LOG_3RD - Notepad
File  Edit  Format  View  Help
05.12.14 12:21:00 SMTP 1 > 221 WKS-AUS-026 Good bye
05.12.14 12:21:00 SMTP 1 ***** Disconnect *****
05.12.14 12:21:02 SMTP 1 ***** Connected from 127.0.0.1 *****
05.12.14 12:21:02 SMTP 1 > 220 WKS-AUS-026 SkyFile-SMTP 8.28
05.12.14 12:21:02 SMTP 1 < EHLO we-guess.mozilla.org
05.12.14 12:21:02 SMTP 1 > 250-SkyFile.com||250-AUTH LOGIN||250-AUTH=LOGIN||250-8BITMIME||250-SIZE 1
05.12.14 12:21:02 SMTP 1 < QUIT
05.12.14 12:21:02 SMTP 1 > 221 WKS-AUS-026 Good bye
05.12.14 12:21:02 SMTP 1 ***** Disconnect *****
05.12.14 12:21:28 SMTP 1 ***** Connected from 127.0.0.1 *****
05.12.14 12:21:28 SMTP 2 ***** Connected from 127.0.0.1 *****
05.12.14 12:21:28 SMTP 1 > 220 WKS-AUS-026 SkyFile-SMTP 8.28
05.12.14 12:21:28 SMTP 2 > 220 WKS-AUS-026 SkyFile-SMTP 8.28
05.12.14 12:21:28 SMTP 1 < EHLO we-guess.mozilla.org
05.12.14 12:21:28 SMTP 1 > 250-SkyFile.com||250-AUTH LOGIN||250-AUTH=LOGIN||250-8BITMIME||250-SIZE 1
05.12.14 12:21:28 SMTP 1 < QUIT
05.12.14 12:21:28 SMTP 1 > 221 WKS-AUS-026 Good bye
05.12.14 12:21:28 SMTP 1 ***** Disconnect *****
05.12.14 12:21:28 SMTP 2 < EHLO we-guess.mozilla.org
05.12.14 12:21:28 SMTP 2 > 250-SkyFile.com||250-AUTH LOGIN||250-AUTH=LOGIN||250-8BITMIME||250-SIZE 1
05.12.14 12:21:28 SMTP 2 < QUIT
05.12.14 12:21:28 SMTP 2 > 221 WKS-AUS-026 Good bye
05.12.14 12:21:28 SMTP 2 ***** Disconnect *****
05.12.14 12:21:42 SMTP 1 ***** Connected from 127.0.0.1 *****
05.12.14 12:21:42 SMTP 2 ***** Connected from 127.0.0.1 *****
05.12.14 12:21:42 SMTP 1 > 220 WKS-AUS-026 SkyFile-SMTP 8.28
05.12.14 12:21:42 SMTP 2 > 220 WKS-AUS-026 SkyFile-SMTP 8.28
05.12.14 12:21:42 SMTP 1 < EHLO we-guess.mozilla.org
05.12.14 12:21:42 SMTP 1 > 250-SkyFile.com||250-AUTH LOGIN||250-AUTH=LOGIN||250-8BITMIME||250-SIZE 1
05.12.14 12:21:42 SMTP 1 < QUIT
05.12.14 12:21:42 SMTP 1 > 221 WKS-AUS-026 Good bye
05.12.14 12:21:42 SMTP 1 ***** Disconnect *****
05.12.14 12:21:42 SMTP 2 < EHLO we-guess.mozilla.org
05.12.14 12:21:42 SMTP 2 > 250-SkyFile.com||250-AUTH LOGIN||250-AUTH=LOGIN||250-8BITMIME||250-SIZE 1
05.12.14 12:21:42 SMTP 2 < QUIT
05.12.14 12:21:42 SMTP 2 > 221 WKS-AUS-026 Good bye
05.12.14 12:21:42 SMTP 2 ***** Disconnect *****
```

12.3 CALL DETAIL VIEWER
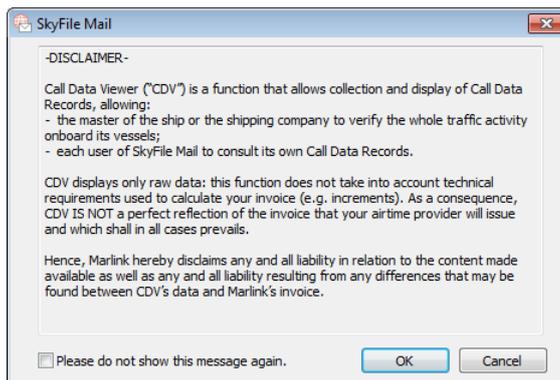
If you are a SkyFile Mail Premium user, you have access to the Call Detail Viewer
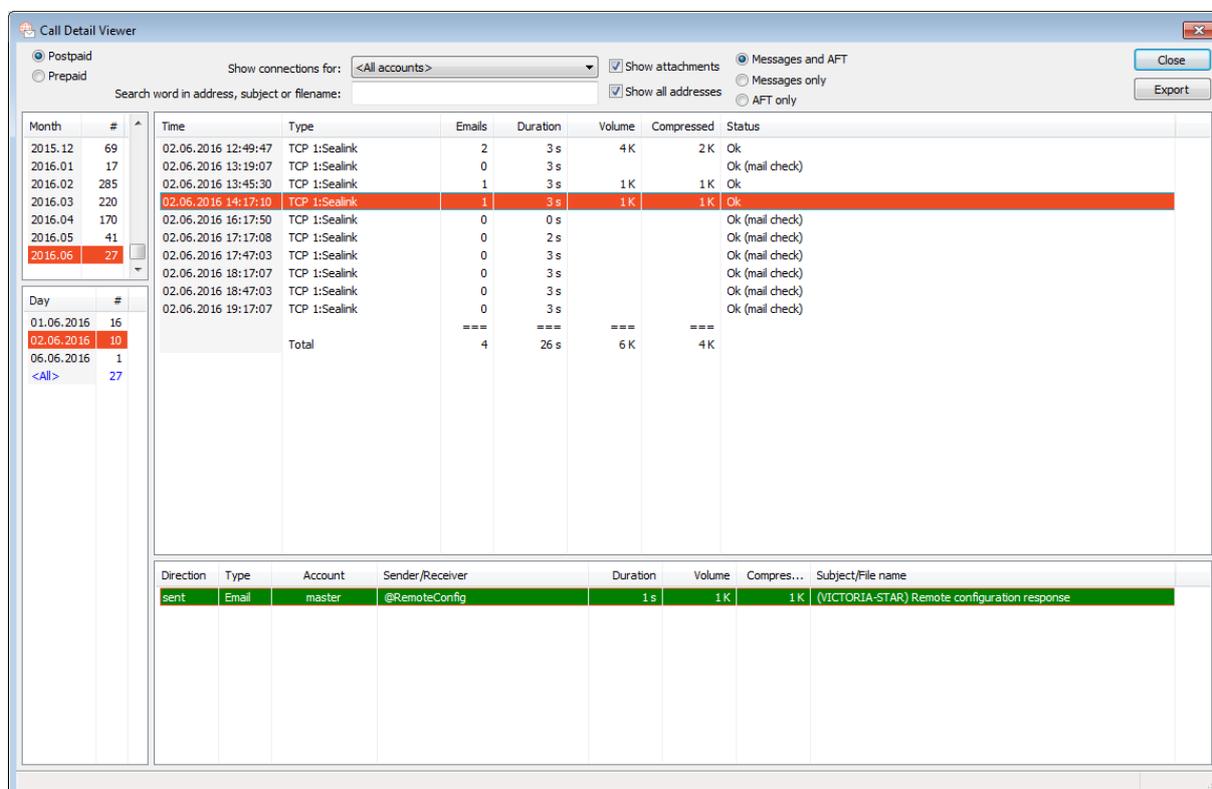
How to access the menu

Go to "File" ➜ "Call Detail Viewer"

Please read the Disclaimer carefully

The Call Detail Viewer provides you with a clearer and more understandable way to consult your call logs.

An export function allows you to export these files in CSV format.

12.4 BACKUP / RESTORE

A crash of the PC could destroy all valuable data on your PC. In order to avoid losing any important SkyFile Mail data, the backup-restore function enables you to save all messages, archives, address-book data, API-setup as well as sub-account configuration data in a backup-directory and then restore it easily if needed.

From SkyFile Mail v9.00, 3 backup processes are available:

- **Manual backup without reminder**

- **Manual backup with regular reminder to the master**

- **Automatic backup at fix-time**, for instance every day at 3:00utc

Backup
Please select a directory where the data shall be stored to. To increase security, we recommend selecting another partition, hard drive or even through the network another PC. Then you could specify for which kind of data a backup shall be created.
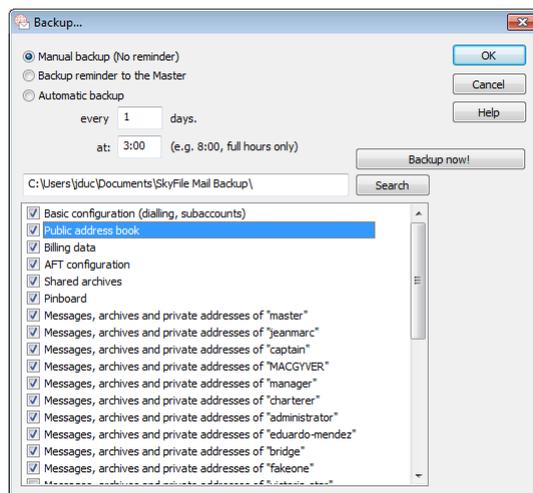
- **Specialty for sub-accounts** The full backup of all configuration data is only possible if you are logged in as master sub-account. Else backup is only possible for the sub-account-archives.

- **Restore**
  To restore archives or configuration data please select the directory where the backup has been stored to. If the directory is valid, you will see all the backup-data with the respective date when the backup has been made. Please select the data you want to restore and press OK. In case sub-accounts with several archives shall be restored, you will be asked for each archive separately.

Please be aware that restoring data always will overwrite the current data. E.g., if you create new sub-accounts or get new messages after you have performed the last backup, a restore will delete them.

12.5 OUT OF THE OFFICE MESSAGE

SkyFile Mail users have the possibility to activate an auto-reply message from the SkyFile Mail client software. The text should be entered in a text box. It is limited to about 200 characters.
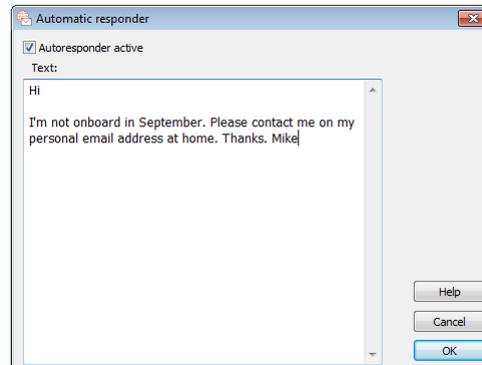
In order to avoid mail loops, SkyFile Mail client will memorize the last few addresses where auto replies have been sent to so that no more replies will be created for repeated mail from the same sender.

Every time a sub-account is opened in SkyFile Mail, a reminder is displayed that auto- reply is active for this sub account.

To activate the auto-reply, please go to "configuration" "Out of office".

The transmission of the auto-reply message is free of charge.

13. OTA (OVER THE AIR) UPDATE

From **SkyFile Mail v9.00** the master is informed by a pop up when a new version of the software is available and he can receive and install it within a few clicks. As such the user can be sure to use always the most recent software. Furthermore, when it is technically possible, only an incremental part of the software is transferred reducing the volume of the transfer significantly.

To know more about the available versions, the master can directly go to "Configuration" "SkyFile update OTA"

Depending of the service subscribed, the master will be able to download and install:
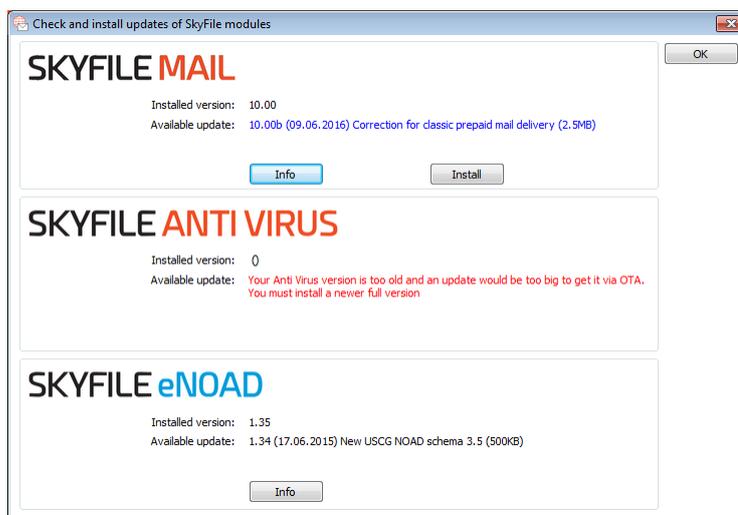
- SkyFile Mail Client

- SkyFile Anti Virus

- SkyFile NOAD

- "**info**" provides details about the changes between the previous and the newest version
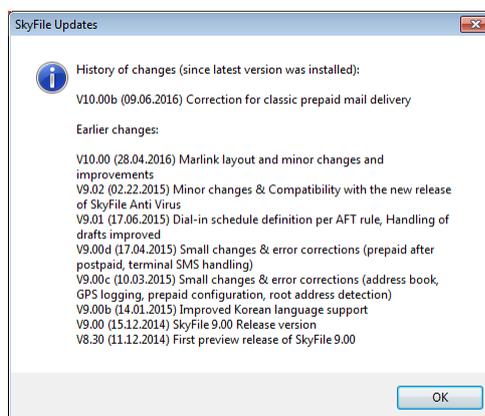
- "**Download**" starts the download of the software. Please note that the download process uses the standard exchange protocol (host32.exe). It means that it benefits of the compression and of the crash&recovery functions, making the transfer more efficient and less expensive.

  At the end of the download the master is informed and he is invited to check them right away. The check can be postponed without problems.

- "**Install**" starts the installation of the new version of the software
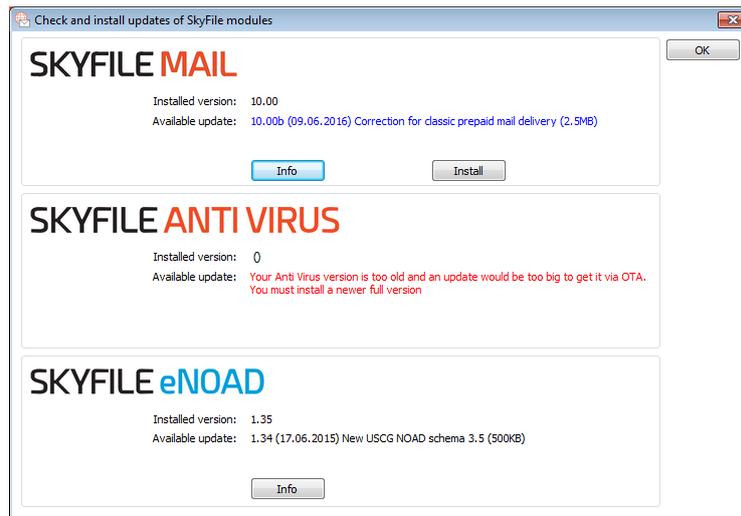
The installation of the software takes few seconds and it does not require any IT-knowledge.

14. SERVICES ACCESSIBLE FROM THE SHORE

14.1 WEBMAIL INTERFACE

The SkyFile Mail webmail interface provides you with direct access to your SkyFile Mail mailbox via the Internet. This makes it very convenient to read, delete, answer or forward emails received in your mailbox which has not been transferred to the satellite communications terminal yet, as long as an Internet connection is available.

Important: The webmail is an option, to activate it please contact our Customer Care.
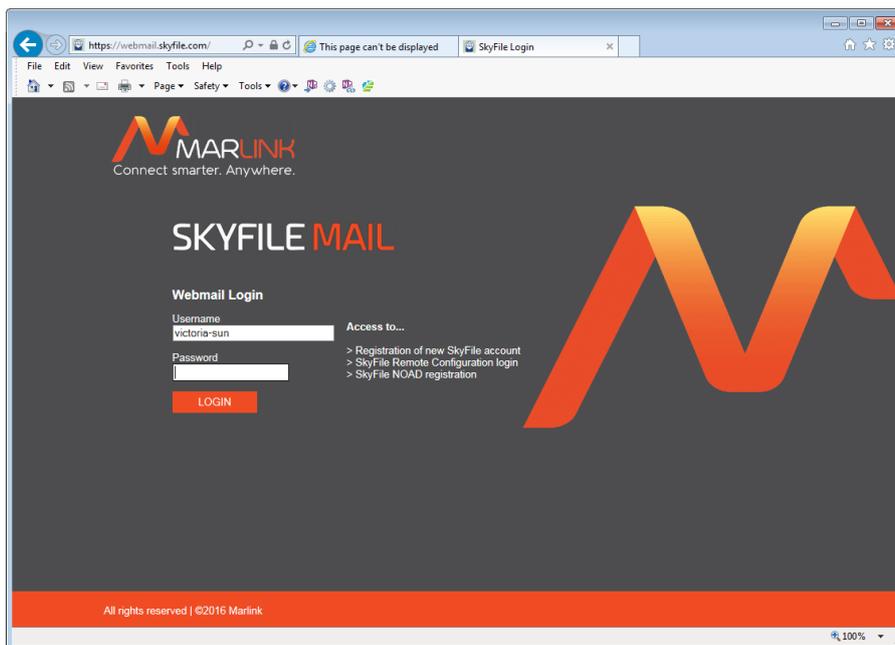
To access your mailbox via webmail, please open your standard internet-browser with the URL "**https://webmail.skyfile.com/".** After entering the "Master username" and the "Master password" (same password you need to enter in the setup of the SkyFile Mail software), you will see the list of fix-to-mobile messages (which have not been sent yet) in your SkyFile Mail mailbox.
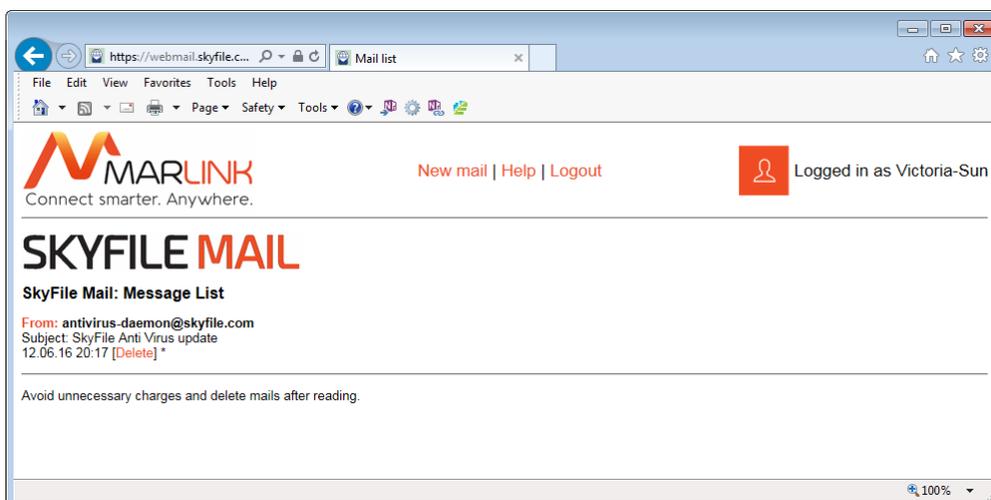
Since SkyFile Mail v7.5, all categories of sub-accounts (Corporate, Private & Prepaid) can use SkyFile webmail.

To learn more about **SkyFile webmail**, contact our Customer Care or consult our website where a user guide is available.

14.2 SKYFILE REMOTE CONFIGURATION

The SkyFile Remote Configuration is a very powerful tool, which enables the IT-responsible in your company to configure and control the remote used SkyFile Mail client via the webpage "**https://webmail.skyfile.com/cfg.htm**".

The username and password are the same you need to enter in the client. To be able to use the remote configuration, please register with our Customer Care. You will need to provide us the email address where requested client data (such as crew-billing files) should be sent to.
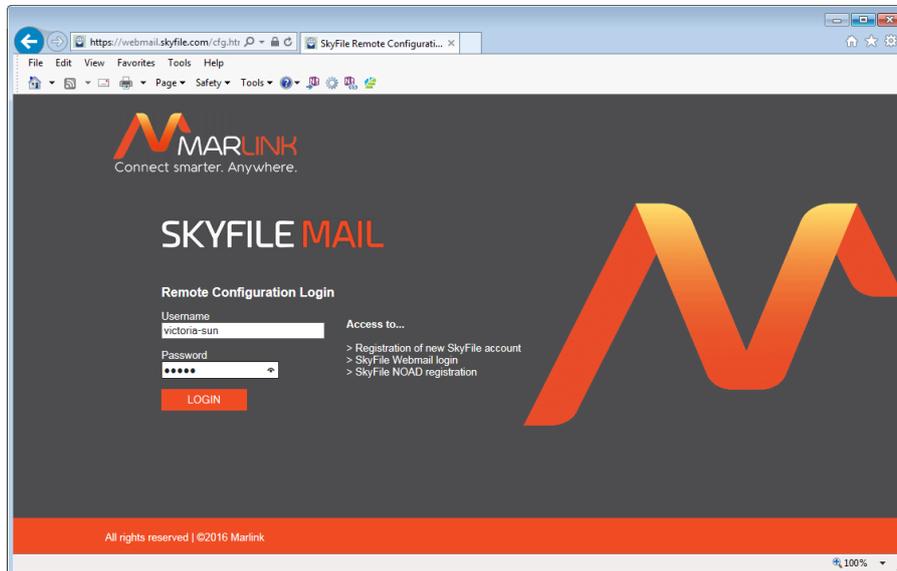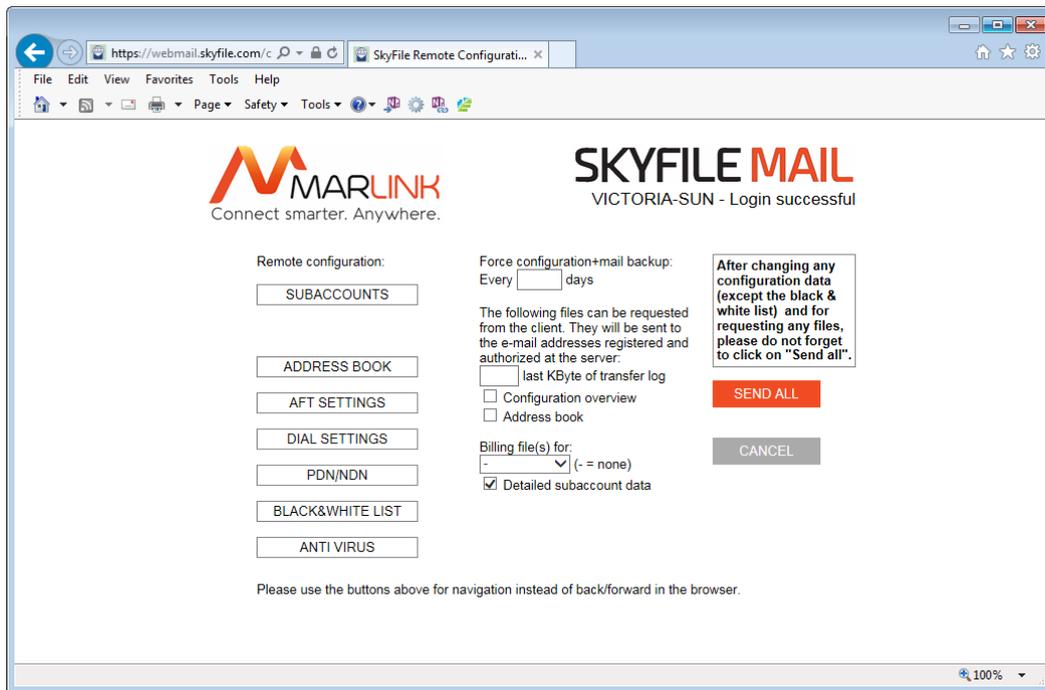
Four tasks can be done via SkyFile Remote Configuration:

- **Configuration of the client:** Create, change, delete sub-accounts, change crew-billing rates, limitations, add/replace the address-book, set the API-rules and set the dial-settings. These configurations will be gathered in a job-file and send to the SkyFile Mail client. Once received, the master sub-account user needs to agree to the configuration to let them apply.

- **Configuration of the black & white list:** As the black & white list is stored directly on the server, no job-file is created. The changes are applied immediately.

- **Requesting client-data:** transfer-log, actual client-configuration, address book and the crew-billing files can be requested. Once the master sub-account user has agreed, the requested data are gathered in an email which will be sent with the next dial-in to the pre-registered email address.

- **SkyFile Anti-Virus:** if this option is activated by our Customer Care, SkyFile Remote Configuration gives you access to the latest version of the anti-virus engine and to the daily anti-virus updates.

To learn more about **SkyFile Remote Configuration**, please contact our Customer Care or consult our website where a user guide is available.

14.3 GPS data provisioning

Since the version 9.00, SkyFile Mail can send the position of the ship to the shore, allowing shipping companies to embed the co-ordinates in their tracking tool. SkyFile Mail provides the GPS information no matter what type of terminal is used (FB Sailor, Furuno, JRC etc). The positions are captured at fix times and are sent to the shore side during each dial in. This service is part of the Premium package. It can also be ordered as a SkyFile Premium On Demand service, invoiced separately.

To learn more about this service please, contact our Customer Care or your Service Provider.

14.4 Mail Manager in P360

Mail Manager allows a shipping company or a Service Provider to manage their SkyFile Family accounts and configurations as well as their SkyFile Mail traffic and perform their daily communications operations more effectively. Mail Manager provides you with advanced reporting, highly flexible user rights and grouping options.

To learn more about P360 and Mail Manager please, contact our Customer Care or your Service Provider.

15. GENERAL SPLIT BILLING

In case you require a detailed monthly paper or electronic bill showing each single message (email, SMS, Fax, fix-to-mobile as well as mobile-to-fix) instead of the SkyFile Mail data call, please register for the "Split Billing" option via Customer Care. The split is done on the basis of the resources of each message which have been required for the respective data call. For this option, it is mandatory to register your Inmarsat data-IMN or Iridium/Thuraya MS-ISDN for this SkyFile Mail account through our Customer Care.

```
Bill_2014_12_all - Notepad                                                    [_][□][×]
File  Edit  Format  View  Help
Created by: <master.Victoria-Star@SkyFile.com> "master MacGyver"
Date:       Tue, 21 Jun 2016 08:08:11 +0200 (CEST)

Period:     Dec 2014

First mail: 01 Dec 2014, 09:47
Last mail:  30 Dec 2014, 19:16
-----------------------------------------------------------------------
Summary for each account:

Connection 1:(mixed services) (TCP)
    Charged        Price     %    In  Out Account
     12 KB          0.29 $   89     9  125 master
     1614 B         0.01 $   11     4    0 cook
-----------------------------------------------------------------------
Summary for each Internet address:
   Duration   %    Volume    %    In  Out Address
   0:06 min   1    6495  B   45    2    0 Customercare@marlink.com
   0:07 min   2    4212  B   29    3    0 account-daemon@skyfile.com
   0:26 min   6    1884  B   13    5    0 victoriastar.shipping@orange.fr
   0:09 min   2    1140  B    8    3    0 OTA.DIR
   0:09 min   2     364  B    3    0    2 jeanmarc.duc@marlink.com
   0:06 min   1     248  B    2    0    2 @RemoteConfig
   6:34 min  86       0  B    0    0  121 (mail exchange initiated, no mails)
-----------------------------------------------------------------------
Detailed list of all messages: (">": mobile to fixed; "<": fixed to mobile)
Connection          Date        Time     Charged     Price       Address
1:TCP/IP            01.12.2014 18:33      173  B      0.0039 $    master > jeanmarc.duc@marlink.com
1:TCP/IP            02.12.2014 11:06     3199  B      0.0731 $    master < Customercare@marlink.com
1:TCP/IP            02.12.2014 11:21     3296  B      0.0753 $    master < Customercare@marlink.com
1:Inmarsat Sailor   03.12.2014 15:08      317  B      0.0011 $    cook   < victoriastar.shipping@orange.fr
1:Inmarsat Sailor   03.12.2014 15:11      408  B      0.0014 $    cook   < victoriastar.shipping@orange.fr
1:Inmarsat Sailor   03.12.2014 15:15      425  B      0.0015 $    cook   < victoriastar.shipping@orange.fr
1:Inmarsat Sailor   03.12.2014 15:22      464  B      0.0016 $    cook   < victoriastar.shipping@orange.fr
1:Inmarsat Sailor   05.12.2014 11:40      387  B      0.0088 $    master < OTA.DIR
1:Inmarsat Sailor   05.12.2014 11:40      124  B      0.0028 $    master > @RemoteConfig
1:TCP/IP            05.12.2014 12:10     1099  B      0.0251 $    master < account-daemon@skyfile.com
1:TCP/IP            05.12.2014 12:10     2007  B      0.0458 $    master < account-daemon@skyfile.com
1:Iridium (Postpaid 11.12.2014 13:36      388  B      0.0088 $    master < OTA.DIR
1:Iridium (Postpaid 11.12.2014 16:49      124  B      0.0028 $    master > @RemoteConfig
1:Iridium (Postpaid 18.12.2014 13:35      365  B      0.0083 $    master < OTA.DIR
1:TCP/IP            29.12.2014 14:38     1106  B      0.0252 $    master < account-daemon@skyfile.com
1:TCP/IP            30.12.2014 11:22      191  B      0.0043 $    master > jeanmarc.duc@marlink.com
1:TCP/IP            30.12.2014 18:16      270  B      0.0061 $    master < victoriastar.shipping@orange.fr

Prices in the detailed list are rounded and the sum might slightly
differ from the total charge above.
```

If the SkyFile Mail Client is in Least Cost Router (LCR) mode, the appropriate price is used depending on the mode selected by the LCR calculation. The mode is displayed in the detailed bill.

If the LCR decides to change the connection type, the mail collection is done again to respect the changed prices for limits.

This option is not available for MPDS.

The general split billing option mentioned here only affects the monthly generated bill from Marlink and is completely irrespective of the creation and availability of sub-accounts. For information about the onboard-bill, please see next chapter.

Please note: Choosing the split billing option will not affect the amount of your monthly bill (apart from minor rounding differences[8]). It simply provides you with a detailed overview of all messages transferred.

This detailed list will be very helpful for anyone who has to split the communication costs between several parties (e.g. ship-owner, charterer, crew, private...).

15.1 HOW TO ACCESS TO THE BILLING MENU

The billing menu is accessible under "File"➜ "Billing"

The menu is protected. Access requires to enter the root-account credentials.
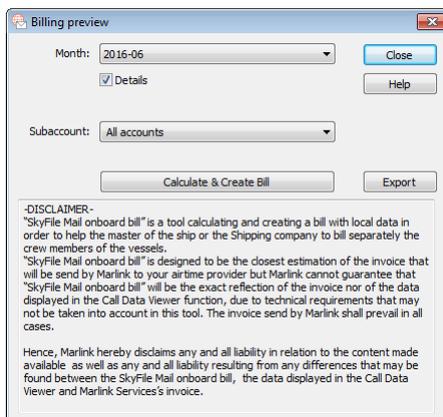
Please read the disclaimer before continuing. Here you can calculate and create bills for all accounts or specific ones. You can also export them into CSV files

---
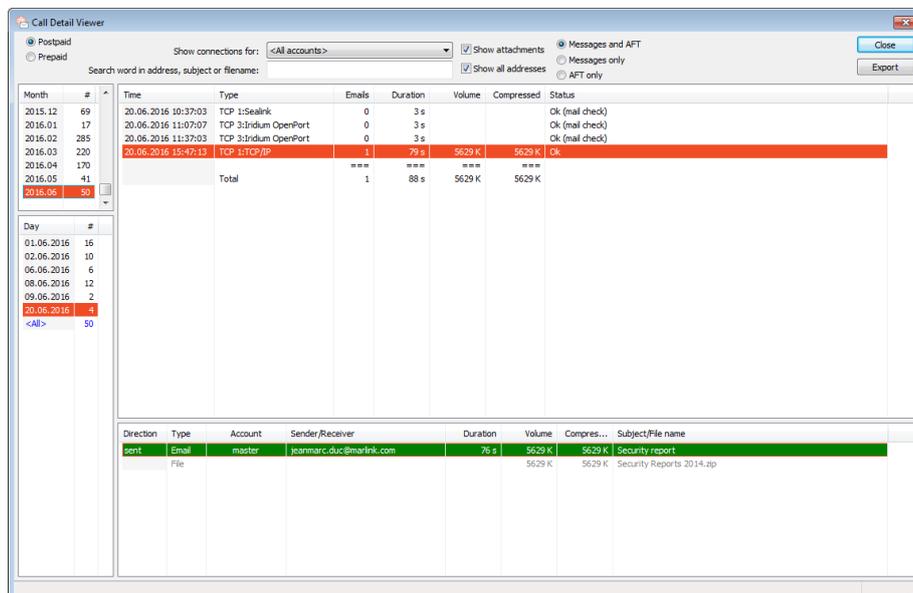
[8] Please note that each message will be rounded at least to 1 sec. and you'll be charged for this duration.

16. AFT (AUTOMATIC FILE TRANSFER)

16.1 AFT SERVICE DESCRIPTION

AFT makes it possible to manage data transfers of ship management systems via the optimized protocol of SkyFile Mail. Apart from standard Windows mechanisms MAPI and MailTo-interface (both only for mobile-to-fix transmissions), AFT allows you the bi-directional exchange of data files (fix-to-mobile and mobile-to-fix) via user-defined windows-directories.

You will access the a setup-window in the menu "Configuration" ➜ "Automatic File Transfer (AFT)"
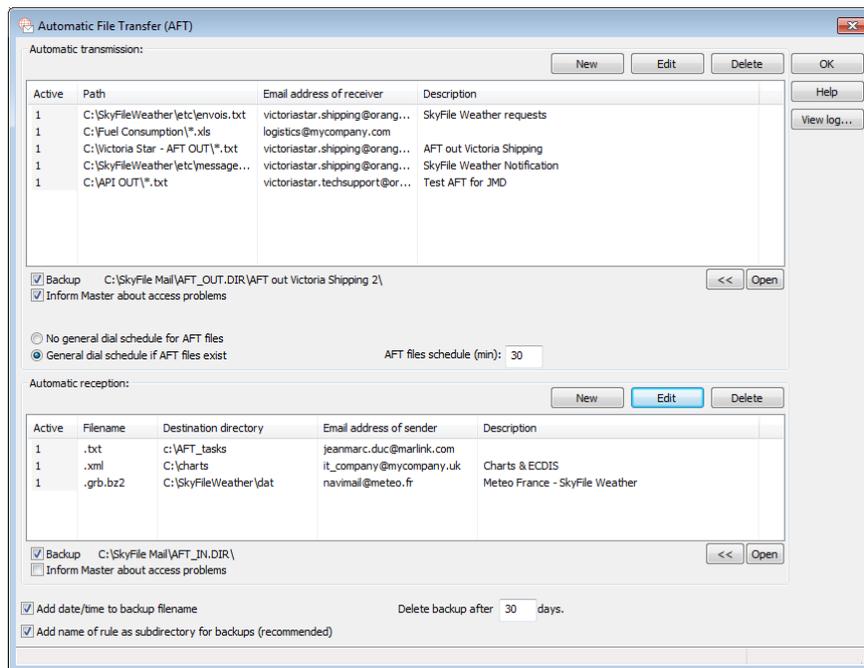
Thanks to the flexible time schedule module (see chapter "Entering the dial parameters"), the data transfer can be carried out fully automatically.

If you need to retrieve files sent and/or received, please select the "backup" option.

Your files will be then copied in a special folder created under SkyFile Mail main repertory, named: API_OUT.DIR and API_IN.DIR

To learn more about **SkyFile Mail AFT** settings, please contact our Customer Care or consult our website where a user guide is available.

17. ALTERNATE EMAIL PROGRAM – SMTP/POP3

17.1 SMTP SERVER CONFIGURATION

SkyFile Mail v8 and higher provide an SMTP-module. The SkyFile transfer host includes an SMTP server which can be used by 3rd-party applications (like sensors, cameras etc.) to send files over SkyFile Mail to local or external addresses if corporate sub-accounts are configured. The configuration menu item "3rd-party applications" requires a log-in with the master credentials and shows these fields:

- **Enable SMTP for 3rd-party applications**: This option enables or disables the SMTP server. The default is "Off".

- **SMTP port number**: The typical port number is either 25 or 587. Please make sure that the configured port is not used by any other program on the same PC and that the SMTP client software is configured for the same port. Probably the configured port has to be allowed in the local firewall.

- **Allowed IP ranges:** Several ranges in the CIDR format (like 192.168.0.0/16) or single addresses (like 192.168.0.35) can be entered with spaces as delimiters. Do NOT enter any public IP range here otherwise your system may be abused as a spam/virus relay! The default ranges are: 192.168.0.0/16 127.0.0.0/8 169.254.0.0/24 172.16.0.0/12

- **Allowed IP ranges without authentication:** Some applications do not allow an authentication. In this case you can enter addresses or CIDR ranges as a subset of "Allowed IP ranges" from where no authentication is required. By default this field is empty.

- **Trace to log file:** If this option is enabled, the complete SMTP dialogue except the authentication credentials will be written to the transfer log file HOST_LOG.TXT. If it is disabled, only one line will be written for each email. Default is "Off"; the option should only be enabled temporarily for diagnosing problems.

17.2 SMTP CLIENT CONFIGURATION

The SMTP settings in the sending application must be configured as follows, their names might slightly differ:

- **SMTP host name:** The computer name or local IP address of the SkyFile Mail PC.

- **SMTP port:** Same port as configured in SkyFile Mail, typically 25 or 587.

- **Authentication:** Enabled, "login" method (secured authentication off), user name and password as configured in a corporate sub-account of SkyFile Mail.

- **Email address:** The full external address of the sub-account, e.g. master.titanic@skyfile.com. Note that the sub-account must be the same as the one used in the authentication setting.

- **HTML formatting** (if available): "Off", use plain text instead.
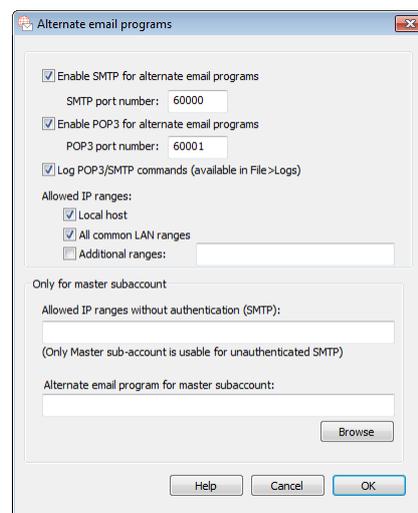
17.3 SMTP AND POP3 (WITH SKYFILE MAIL PREMIUM ONLY)

SkyFile® Mail v8.25 offers the possibility to use an alternate applications such as Outlook, Outlook Express, Thunderbird to send and receive emails and SMS.

POP3/SMTP features are part of SkyFile Mail Premium offer. To learn more about SkyFile Mail Premium, please contact your Key Account Manager or our Customer Care.

To learn more about **SkyFile Mail Premium**, please contact our Customer Care or consult our website where a dedicated user guide is available.

18. ADDITIONAL FEATURES

- **Data size limit (fixed-to-mobile / optional)**

  To protect against unwanted emails with large attachments (and consequently time-consuming data transmissions), you can set an individual data size limit for attachments of incoming emails: 0,1 MB, 0,5 MB, 2 MB (standard configuration) or 10 MB. If larger attachments are sent to your address, you will only receive the address details and the pure text of the email to which you can reply. Please register for this service via Customer Care. It is possible to by-pass this limit with your white-list features.

- **Mailbox / Urgent notification (optional)**

  To inform mobile users about incoming messages in their terrestrial SkyFile Mail mailbox, SkyFile Mail can notify users via short notification, in case there is a new message in your previously empty mailbox. Alternatively or even additionally you can register for "urgent notification". Then a notification is sent in case the subject line contains the string "urgent". The notification can be sent to a GSM mobile (via SMS[9]), an Inmarsat C terminal or an Iridium handheld. This service is free-of-charge, apart from Inmarsat C (1 segment per notification). This feature saves you from expensive dial-ins into empty mailboxes. Please register for this service via Customer Care.

- **24hours NDN (24hours Non Delivery Notification)**

  In case a shore-to-ship message is not retrieved by the ship after 24hours of storage in the mailbox, a notification is sent back to the sender. No need to send the message again.

- **Repetitive NDN (optional)**

  This option is part of SkyFile Mail Premium package; it shall be activated by the Customer Care. In case a shore-to-ship message is not retrieved by the ship after a time-frame defined by the user and set up in SkyFile Server (e.g. after 2 or 4 hours), a notification is sent back the sender. This notification includes a web-link allowing the user to remove the message is this want is obsolete.

- **Mailbox advanced notification to Inmarsat C (Optional)**

  An advanced notification has been introduced in September 2011.

  - A standard notification contains 2 words only (the name of the account and the word "mail").

  - An advanced notification to Inmarsat C contains the following elements:

    - Line 1 = 20 stars
    - Line 2 = "new SkyFile email to: [email destination containing sub-account and root account]
    - Line 3 = Sender: [email address of the sender]
    - Line 4 = Subject: [subject of the email]
    - Line 5 = attachments: [yes or no]
    - Line 6 = size: [total size of the email]
    - Line 7 = 20 stars

---

[9] Your GSM provider has to have an agreement with T-Mobile.

Example

****

new skyfile email to: master.arcachon-wave@skyfile.com

sender: Marlink_shipping@orange.fr

subject: loading plan and travelling modifications

attachments: yes

size: 2145 bytes

****

- **Confirmation (fixed-to-mobile / optional)**

  If you choose this option, SkyFile Mail will inform the terrestrial sender of an email as soon his email with all the attachments has been fully transmitted to the receiver terminal. Please register for this service through our Customer Care.

  Since SkyFile Mail v9.00, the user can select what type of confirmation he wants to receive.

  - NDN[(*)] only

  - NDN with quotation of the original email

  - PDN[(*)] and NDN

  - PDN and NDN with quotation of the original email

(*) NDN = Negative Delivery Notification – PDN = Positive Delivery Notification

- **Subject keyword (fixed–to-mobile / optional):** To restrict the group of users who are authorized to send mails to your SkyFile Mail account and for SPAM prevention, you can apply for a subject keyword. In this case, emails addressed to your terminal are only forwarded to you, if the keyword is entered in the subject line. The subject keyword will not be delivered to the mobile SkyFile Mail user. Please note: The subject keyword differs from the master password which you received previously via Customer Care. Please register for the subject keyword via Customer Care.

  A configured subject keyword is not required if the terrestrial sender is white-listed in the black & white list (preceded by + or # in the list). The subject keyword is not required for prepaid sub-accounts since these are typically personal accounts.

- **Weekly Configuration Report (optional):** For a better management of SkyFile Mail accounts we have introduced the possibility for weekly captioning of completed and detailed configurations. This option is activated on demand. Please contact our Customer Care.

  A file containing the account-details will be sent automatically to your Remote Configuration supervision email address each Friday.

Information provided:

- SkyFile Mail account configuration on the SkyFile server

- Sub-account description

- Black & white list description

Font

The font menu is accessible from "configuration" menu. The three font-type settings are:

- Fixed (default): This font for reading/writing messages is exactly the same as in previous SkyFile Mail versions.

- Proportional: A proportional font can be used for better readability of most emails.

- Automatic: If a mail does not contain more than two sequences of 3 spaces (i.e. it does not contain tables or similar elements which require a fixed font) then a proportional font is used, otherwise a fixed font.

In general, the "automatic" setting is preferred by many people because it increases readability significantly for most emails while keeping the correct fixed formatting for mails with tables and similar content. There are also two more key functions in SkyFile Mail v7.5:

- F11 = switch to full screen or back (as in many other programs);

- F12 = switch fixed/proportional font, see above.

19. MULTI LOGIN

Generally, using the same subaccount on different working-stations is forbidden. This restriction is due to the fact that this kind of usage might generate conflicts between accounts and users. This is the reason why **we do not support officially this option** and also the reason why we won't be responsible if issues occurred on-board the ship because of that. However, as shipping-companies are typically using this configuration we inform you about possible options to use the multi log-in on your own risk.

An option has to be manually added in a configuration file of SkyFile Mail.

19.1 SkyFile Mail v8.26 and anterior

- Close SkyFile Mail

- Go to SkyFile Mail folder (usually C:\SkyFile Mail)

- Open the file "CP.INI"

- At the end of the existing list of elements please, add the following entry:

  [Options]

  Multilogin=1

- Save the file and restart SkyFile Mail Client

19.2 SkyFile Mail v9.00 and following

- Close SkyFile Mail

- Go to SkyFile Mail folder (usually C:\SkyFile Mail)

- Select the user (subaccount) who requires this function (e.g. "master")

- Open the file "USER.INI"

- At the end of the section "[Settings]" please add

- Multilogin=1
  - Save the file and restart SkyFile Mail Client

Example:

> [Settings]
>
> AutoDrafted=0
>
> Trashcan=10
>
> Tray=10
>
> Autoresponder=0
>
> FontType=Prop
>
> FontSize=Medium
>
> Language=English
>
> CDRWarning=10
>
> LastPop=1395420249
>
> **MultiLogin=1**

20. HELP & CONFIGURATION STATUS

From the "HELP" menu of SkyFile Mail Client, you can access to configuration & status files

- Contacts

  Here are located our contact details. Phone numbers and email addresses depend of the SkyFile package you are using (Classic or Premium)

- Manual & FAQs

  Here is located SkyFile Mail Client user guide

- Version information

  In that section, you will get the list of changes which have been made since the version 6 of SkyFile Mail Client.

- Premium information

  Please find here the description of the services/features which are part of the package subscribed by the shipping-company. This is a dynamic section. If a new package is subscribed, the list of services/features is updated automatically.

- Configuration status

  This menu is located in the "configuration" menu. Here are located the elements of the configuration of your SkyFile Mail Client. This file is very useful for the technicians if trouble-shoot is necessary.

21. SKYFILE ANTI-VIRUS

21.1 SERVICE DESCRIPTION

The SkyFile Anti-Virus software protects your remote computer assets from potentially harmful viruses. Fully automatic anti-virus updates, notification and version verification ensure you keep your computers and Local Area Network safe even while at sea. It combats a wide range of threats such as viruses, Trojan horses and other **mal**icious soft**ware** (malware)

21.2 HOW DOES IT WORK?

- **SkyFile Anti-Virus must be used together with SkyFile Mail v7.10 (and higher)**

- Daily updates are automatically delivered by email via SkyFile Mail.

- Software updates are performed automatically for all registered PCs of your vessels network thanks to SkyFile Mail's Application Program Interface (API) Feature.

- Every month a new version of the software is stored in the Remote Configuration Tool. Subscribers are automatically notified to download the newest software version.

- The Remote Configuration Tool contains a second package where the most recent daily updates are stored. Engine + update package provide a full up-to-date anti- virus system.

21.3 HOW TO VERIFY YOUR SKYFILE ANTI-VIRUS VERSION?

From the "configuration" – "SkyFile Update OTA" menu you can verify which version of SkyFile Anti-Virus is installed on your PC or Local Area Network. The date displayed in the SkyFile Mail OTA menu indicates when the current version has been published.
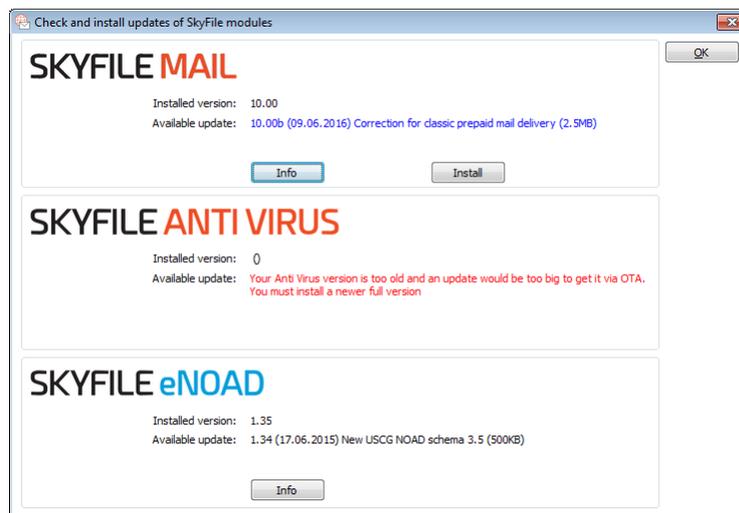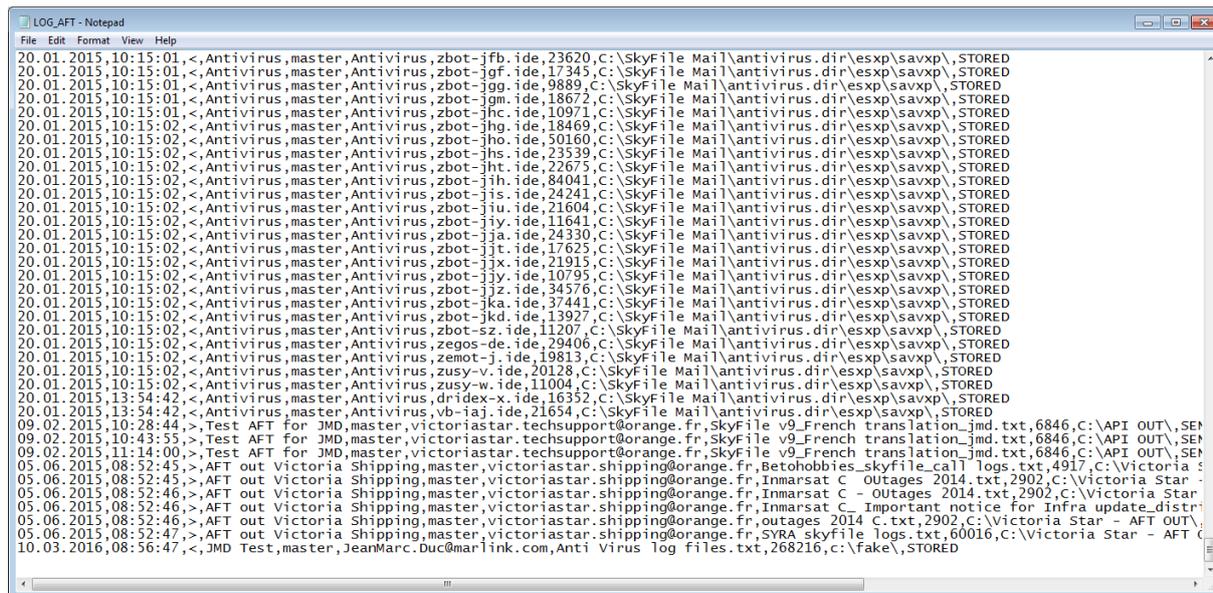

When the engine gets older, the master will get a popup window reminding him that he has to do an engine update. In addition to the popup message for the master, a mail to the remote configuration address is sent with the same information.

21.4 AFT CONFIGURATION

By default, a fix AFT is provided with SkyFile Mail v7.10 and higher. This AFT cannot be removed. It is used for SkyFile Anti-Virus update routing.

21.5 HOW TO RETRIEVE SKYFILE ANTI-VIRUS CALL LOGS?

You can access to SkyFile Anti-Virus call logs directly from "AFT settings" window and "**view log**".

To learn more about **SkyFile Anti-Virus**, please contact our Customer Care or consult our website where a dedicated user guide is available.

22. BLACK & WHITE LIST

22.1 BLACK & WHITE LIST FILTERING SYSTEM

To filter your fixed-to-mobile traffic according to your requirements, e.g. for SPAM protection, or to restrict the group of people, who are authorized to send emails to your terminal, you can create a black & white list. The black & white list will be defined separately for each SkyFile Mail account.

- **"Black" entries** define terrestrial email addresses or just email domains, which are restricted to send messages to the terminal.

- **"White" entries** define terrestrial email addresses or just email domains, which are allowed to send messages to the terminal. If a "White" entry exists, all other email addresses are automatically "black", e.g. restricted. Black and white entries/lists can also be mixed.

The administration can be done either **through the remote configuration web-page** (see respective chapter above) or via a control email for those cases where several accounts need to be administrated at the same time. Both need to be activated by our Customer Care. For using the control email, please register one or two email addresses of persons who are allowed to administrate your black & white list. You will then receive a keyword to protect the black & white list administration against unauthorized use.

The following example is showing that:

- Victoriastar.fleettracker@orange.fr is authorized to send emails up to 1Mbytes

- Victoriastar.shipping@orange.fr is authorized to send emails up to 5Mbytes
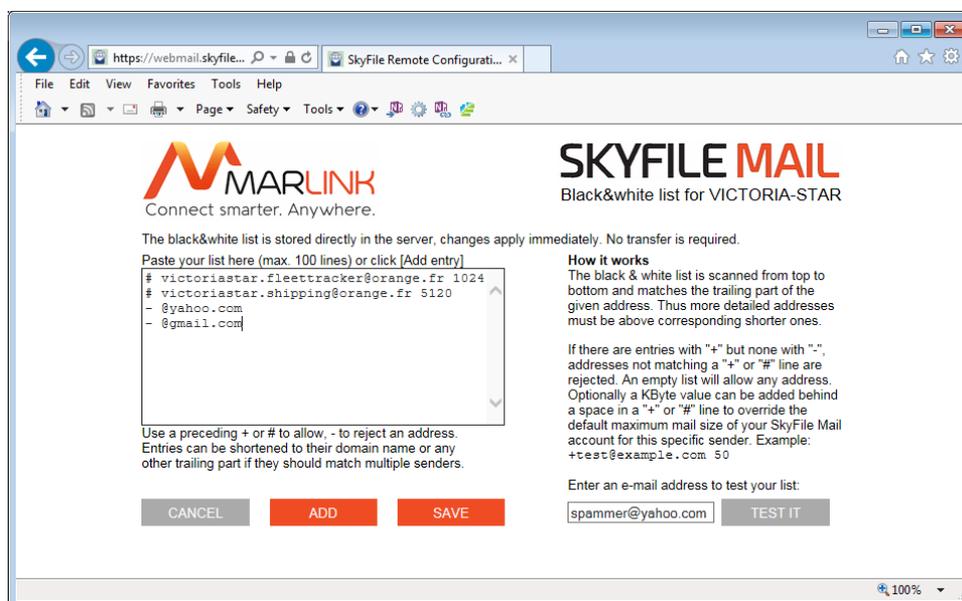
- No emails coming from Yahoo are authorized
- No emails coming from Gmail are authorized

To create a black & white list for your SkyFile Mail account please send an email to your SkyFile Mail address with the key string ".setfilter" and the black & white list keyword in the subject. The email text has to contain the black & white-list as follows:

+Marlink_shipping@orange.fr   [White list entry]

+ @charter.com   [White list allowing the whole domain]

- spam@spamnet.com   [Black list entry]

- If you just want to add black or white list entries, use the key string ".addfilter", the entries in the message text will then be added to your existing list.

- If you want to delete the whole black & white list, please enter only "erase" in the message text of your control email.

- To get a status of the black & white list, send an empty control email.

22.2 BLACK & WHITE LIST – SHORE-TO-SHIP MESSAGES FILTERING

Black & white list can be used to accept or refuse emails coming from certain email-addresses or domain-names. They can also be used to filter emails according to the volume transferred.

To allow an address, please add the + or # sign in front of the email address and to reject please place a – sign. Entries can be shortened to their domain-name or any other trailing part if they should match multiple senders. The black & white list is scanned from top to bottom and matches the trailing part of the given addresses.

If there are entries with "+" but none with "-", addresses not matching a "+" or "#" are rejected. An empty list will allow any address. In addition, a Kbyte value can be added behind a space in a "+" or "#" line to override the default maximum mail size of your SkyFile Mail account for this specific sender.

For instance:

SkyFile Mail account default maximum mail size = **1MB**

+logistics@mycompany.com   is allowed to send emails with volume max = 1MB

-spammer@service.com   is not allowed to send any emails

#it_manager@mycompany 2000   is allowed to send emails with volume max = 2MB

22.3 Mail Manager in P360

We provide another tool allowing a shipping-company or a reseller to easily configure Black&White list. Mail Manager is a web-based portal allowing subscribers to manage and monitor their SkyFile Mail accounts.

To learn more about Mail Manager, please contact the Customer Care or your reseller.

23. SUB-ACCOUNTS – ADMINISTRATION WINDOW

23.1 SUB-ACCOUNT DESCRIPTION

This feature is very helpful when you have a group of SkyFile Mail users on a single PC or in a local area network (LAN). While e.g. onboard a ship the standard email address simply is <shipname>@SkyFile.com, sub-accounts allow an additional name and a dot before this standard address, such as: **<subaccount>**. <shipname>@SkyFile.com.

This allows different persons or parties (e.g. charterer or crew-members) onboard having their own personal email addresses (e.g. charterer.vessel@SkyFile.com).

The administration of sub-accounts is handled via the menu "Subaccount"; Here you can create, edit and delete sub-accounts.

3 categories of sub-accounts are available:

*   Corporate

*   Private

*   Prepaid & MyMail

According to your own usage or needs, you can display "All" categories or only part of them. To display the sub-account category needed, please click on one or several box(es).
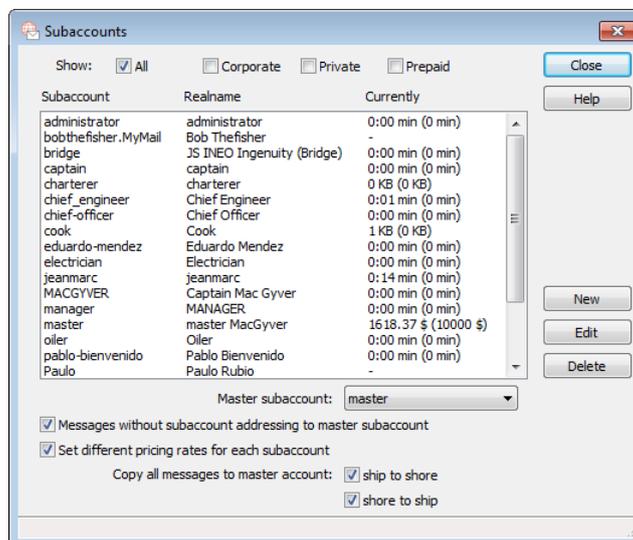
*   **Copy all messages to master account**: For control reasons a copy of all messages from and to corporate sub-accounts (see "Sub-accounts – creation 1") might be copied into the master sub-account message list. So the captain will be able to control all transferred emails on-board the vessel.

The master can be in copy of ship-to-shore and/or shore-to-ship emails.

- **Message without sub-account addressing to master sub-account**: Once sub-accounts are created, messages without the sub-account addressing, e.g. "vessel@SkyFile.com" will still be received by the master sub-account if this option is selected.

- **Master sub-account**: Following the creation of sub-accounts, it is mandatory to select the "Master sub-account". This sub-account is then defined as the "administrator" of the system with full "admin-rights".

- **Set different pricing rates for each subaccount:** With SkyFile Mail v7.5 and higher the price can be defined for all sub-accounts. If the option "set different pricing rates for each subaccount" is selected the same configuration is applied to all sub accounts.

23.2 SUB-ACCOUNTS – CREATION

SkyFile Mail differentiates between 4 categories of sub-accounts:

- **Corporate**: Messages of these sub-accounts may be accessed by the captain (master sub-account); they are shown in the web mail interface.

- **Private**: These sub-accounts are fully private and cannot be accessed by the captain. With SkyFile Mail v7.5 and higher private sub-accounts are shown in the SkyFile webmail interface. Only the owner is able to check messages in his private sub-account. For crew/passenger emailing, please always define these sub-accounts as "private".

- **Prepaid:** These sub-accounts are usable with our **Universal Card™.** In general the usage is dedicated to crew-members or passengers. Sub-accounts are fully private and protected by a mandatory password.

- **MyMail:** With SkyFile Mail v7.5 and higher the master has the possibility to create MyMail prepaid account. This mobile account is not linked to one specific SkyFile master-account anymore. The user is able to move to another vessel and can still use the same email address.

- **Description**: Name of the sub-account holder, such as "Josh Randall" or "Cook"

- **Sub-account name**: The part of the email address in front of the first dot, such as "Cook". The email-address will then be e.g. "cook.myvessel@SkyFile.com".

- **Password (optional)**: If you define a password here, the user has to enter this sub-account password to access his private message list.
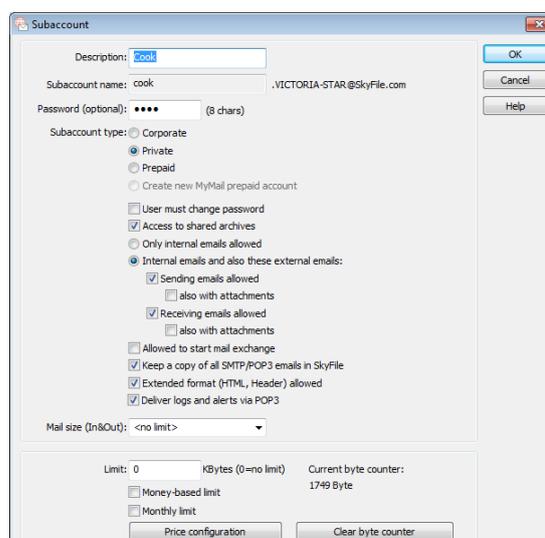
- **Private sub-account**: To create a "**private**" sub-account, please select this field, otherwise the sub-account will be "**corporate**". If you choose "private", the respective password has to be changed by the private user as soon as he enters his message list for the first time (indicated by "**User must change password**"). This ensures that the captain or the administrator is not able to access emails in private sub-accounts.

- **Create new MyMail prepaid account:** if the prepaid option "self-registration" is not activated, then this option is active. It gives to the master the possibility to create Prepaid/MyMail account on behalf of the crew-members.

- **User must change password:** if selected the user will be invited to change his password at the first connection. This makes the subaccount fully private.

- **Access to shared archives**: Please deselect this option in case the sub-account may not access the shared archives e.g. for passenger sub-accounts. Billing based on message size: With this selection you can choose, whether this sub-account shall be billed duration-based (in minutes) or volume-based (in Kbytes). This selection only has an influence on the on-board-billing feature. The general monthly bill from us will always be duration based.

- **Only internal emails allowed:** if this option is selected the user won't be able to send and receive any external emails. Only internal emails with and without attachment will be accepted. "Internal emails" means "emails within the local network on-board the ship".

- **Sending emails allowed:** the captain can here restrict the usage of this subaccount to incoming emails only. If the option is not selected, the user won't be able to send any emails. The usage can be restricted to emails only without attachment.

- **Receiving emails allowed:** the captain can here restrict the usage of this subaccount to outgoing emails only. If the option is not selected, the user won't be able to receive any emails. The usage can be restricted to emails only without attachment.

  If the reception of attachments is disallowed, the user will receive the body of the mail anyway. A short notice, delivered within an attachment, will inform the receiver that the original attachment has been removed because of the internal policy applied on-board the ship. Furthermore, the sender of the mail will be informed by a notification that the mail body has been delivered and the attachment filtered.

  Please consult the notifications in annex.

- **Allowed to start mail exchange**: This option selects whether a sub-account is allowed to initiate a dial-in (this is usually done by the master sub-account but this privilege might be extended to another sub-account, the captain for instance).

Please note: If this option is activated, this sub-account gets at the same time access to the SkyFile Mail administration menus.

- **Keep a copy of all SMTP/POP3 emails in SkyFile** (SkyFile Mail Premium only): please select this option is you wish to keep a copy of all incoming and outgoing emails in SkyFile Mail. Emails will be stored in your alternate email program AND in SkyFile Mail.

- **Extended format (HTML, Header) allowed:** if the subaccount is used by a POP3-based client program, HTML-formatted emails can be allowed here. Otherwise the server will convert them to plain text which saves some satellite transfer volume and time. Since SkyFile Mail v9, this option

allows the full header of the emails too. Then, if this option is selected, HTML-formatted emails and full headers are accepted.

- **Deliver logs and alerts via POP3:** If this option is activated a short notification will be sent to your alternate email program when the emails are sent to the shore over the air. Since SkyFile Mail v9, the alert messages are also transferred to the sender via a short notification.

- **Mail size:** Please select the mail size accepted for this sub-account.

- **Limit**: If you enter a limit, no mails can be sent or received from this sub-account in case the online time, byte counter or money counter has exceeded this limit. "0" means the sub-account is unlimited.

  Please note that the reception of emails stops only after the next dial-in after the limit has been reached! So it might happen that the limit set will be exceeded for a certain amount.

- **Money-based limit**: Enables the captain to enter a money-amount as a limit, based on the previously entered crew-fee (price per min/Kbyte).

- **Monthly limit**: If you choose a limit, the online time, byte counter or money counter will be automatically reset at the end of the month. After this reset the limit is again available for the next month. This makes sense in case of a regular monthly billing of the sub-account users.

- **Clear online/byte counter**: In case the monthly limit is not selected, the online time can be reset by pressing this button. This makes sense in case a crew-member has paid the bill in the middle of the month to get a new credit. The current online time, byte counter or money counter is displayed for your information on the right hand side of this button.

To configure the price please go to "Price Configuration"
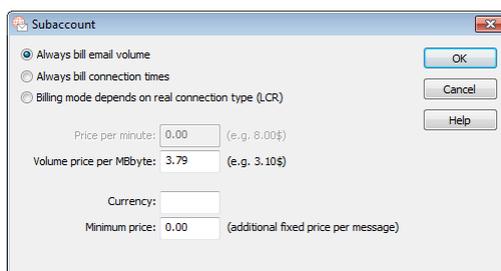
- **Always bill mail volume:** if selected the bill of this sub-account will be done on email-volume and the price determined by the one mentioned in the field "Price per Mbit".

- **Always bill connection times:** if selected the bill of this sub-account will be done on email connection-time and the price determined by the one mentioned in the field "Price per minute".

- **Billing mode depends on real connection type (LCR**): if selected both prices are taken in consideration by the software and will be displayed in the user-bill according to the connection done.

- **Price per minute:** The crew-fee per minute, based on the currency in the next field. This fee is not applied to internal emails.

- **Price per MBytes**: the crew-fee per MBytes, based on the currency in the next field. This fee is not applied to internal emails. Since SkyFile Mail v9, the value is indicated in Mbytes while it was in Mbits in the previous version. The conversion from Mbits to Mbytes is automatic and done during the update of SkyFile Mail. "Mbits" remains for MPDS only.

- **Minimum price**: This fee will be simply added to every single email sent from this sub-account. This fee is not applied to internal emails.

- **Currency**: Please enter the currency here, e.g. "EUR" or "€" or "USD" or "$"

23.3 How to keep original root-account?

By default the original root address (e.g. neptun@SkyFile.com) is replaced by the master sub-account, as soon as the first sub-account has been created. In case customers want to keep the root address (neptun@SkyFile.com) the master sub-account must be set as neptun.neptun@SkyFile.com. The shore-side will then receive mails sent from neptun@SkyFile.com.

Example:

Root account = neptun (neptun@SkyFile.com)

If you want to keep it, set master sub-account to = neptun.neptun@SkyFile.com.

If "Message without sub-account addressing to master sub-account" is selected, the message received on shore will be neptun@SkyFile.com (Instead of neptun.neptun@SkyFile.com)

23.4 SUB-ACCOUNTS – ONBOARD BILLING

In case a sub-account is used by a crew-member or a passenger for private issues, in most cases ship-owners re-invoice the user for the used online-time. In order to enable the captain to provide him with a bill at any time including a detailed invoice, SkyFile Mail produces on-board-bills. Choose "File" ➔ "Billing", select the needed sub-account and month, and then press "Calculate & Create Bill".

Each single message (email, SMS, Fax) will be displayed with the respective duration or volume and the price for the respective data call, even if several messages were transferred within one data-call.

Each sub-account optionally receives either a duration based (per minutes) or a volume-based (per kByte) bill. For details, please refer to chapter "Sub-accounts - Creation".

Please note: The values stated in this bill may differ from the general monthly bill issued by Marlink, as the entered rates are user-defined; The call duration may differ (sometimes 10% or more) from the real call duration of the land earth station.

An export function allows to export the files in CSV format.

23.5 SUB-ACCOUNTS – SUB-ACCOUNT MONITOR

In case you have created several sub-accounts on-board, the sub-account monitor helps you to maintain the overview. The sub-account monitor is accessed via SkyFile Mail menu "Subaccount" ➔ "Subaccount monitor".

The monitor gives a list of all sub-accounts with the following respective info:

- **New**:   number of new unread messages

- **In**:   number of received messages in the "new"-archive

- **Out**:   number of messages which will be sent in the next data transfer

- **Out size**:   volume of all messages which will be sent in the next data transfer

In the sub-account monitor window you can simply double-click on an arbitrary line, to switch to the respective sub-account.

A function available in SkyFile Mail v8.25 and higher, allows you to select the type of accounts you wish to see.

Abbreviations:

- C   = Corporate

- P   = Private

- S   = Prepaid

- ~[account]   = Prepaid MyMail

Please note: In case you open the sub-account monitor while being in the master sub-account (the string "(Master)" will be shown in the head-line), you will be able to easily access all corporate sub-accounts without entering the sub-account password. This enables the captain, to conveniently check all corporate sub-accounts, to decide which data should be sent before dialing-in, or which data have been received after dial-in.

24. POSTPAID / PREPAID CREW EMAILING

More and more crew members are asking for an easy to use and cheap solution to send and receive emails to and from their family and friends at home, as emails are much cheaper than voice calls.

Thanks to the described sub-account features, SkyFile Mail makes it easy for the captain to offer crew emailing: even prepaid crew emailing can be offered with a minimum of administrative efforts involved and without additional investment as the available hard- and software components on board can be used:

Thanks to the private sub-accounts, each crew-member can get his own password protected on-board email address.

A separated PC for the crew, connected via LAN, can be installed e.g. in the crew room to avoid that the crew need to visit the bridge to check emails. Only the captain is allowed to start the email transfer.

The crew-traffic can be charged on a monthly basis or at any time, e.g. if a person leaves the vessel. The bill is very detailed, each message is documented and priced, the captain may select between two options: volume- or connection times based billing. In both cases, the invoice is well comprehensive and understandable for both, captain and crew.

Advantage for volume billing: the price per email is already shown when the email is created. As well the price per email is shown in the message list.

The rate for the crew will be defined by the captain.

To avoid unauthorized use, the captain can set a monthly or general traffic limitation for each sub-account. After reaching this traffic limit, the crew sub-account cannot produce any additional messaging-costs[10].

Prepaid crew emailing:

In order to offer an easy "prepaid" crew emailing solution on-board, the captain needs to set the billing parameters such as: price per minute, currency, minimum price and limit (money or monthly based).

---
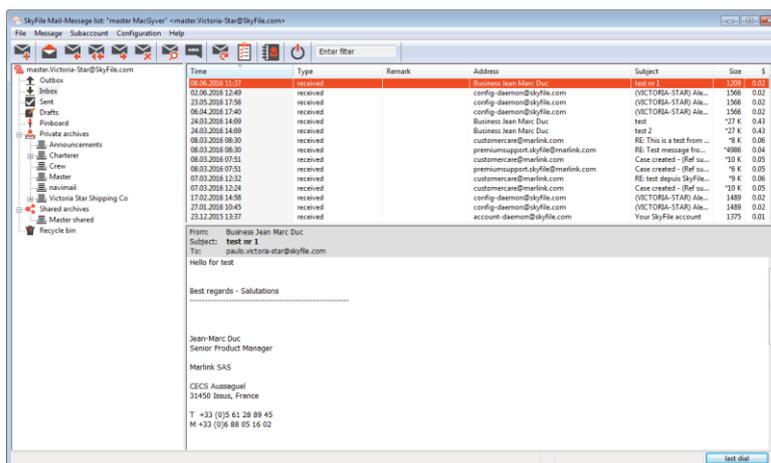
[10] Please note that the reception of email stops only after the next dial-in after the limit has been reached! So it might happen that the limit set will be exceeded for a certain amount.

25. SKYFILE MAIL PREPAID – MASTER ACTIVATION

To use SkyFile Mail prepaid:

The service must be activated on the SkyFile Mail server.

Please contact your Service Provider or our Customer Care.

- If you use SkyFile Mail prepaid on a SkyFile Mail account where sub-accounts have been previously activated and used, please, directly go to **point 13.2**

- If you use SkyFile Mail for the first time, please follow those steps.

25.1 HOW TO CREATE A MASTER / ADMINISTRATOR SUB-ACCOUNT.

To activate and to use SkyFile Mail in Prepaid mode, a master/administrator sub-account must be created.

Please go to "Subaccount" ➜ "Subaccount configuration" ➜ "New"

Please complete relevant fields (at least Description, Subaccount name and Password), as shown below:
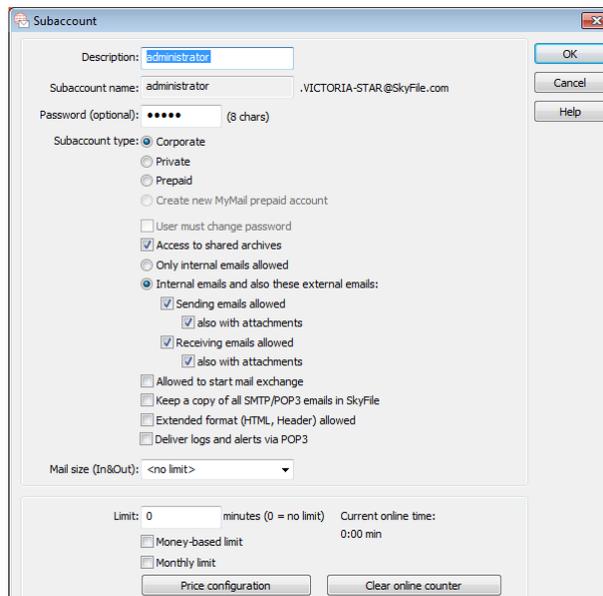
Then validate by "**OK**".

Please select this account as the "master sub-account"
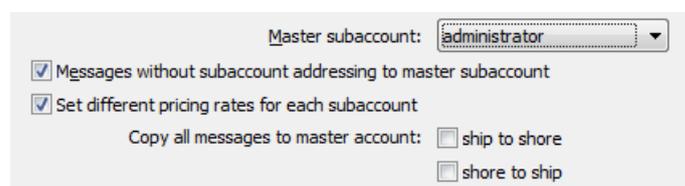
Afterwards, SkyFile Mail is closed and restarted automatically to take in charge those modifications.

Please select the master/administrator account previously created, and enter the password.

Now you are able to activate SkyFile Mail prepaid functions.

25.2 HOW TO ACTIVATE ONBOARD SKYFILE MAIL PREPAID SERVICE

To activate SkyFile Mail prepaid service, please go to "Configuration" ➔ "Account & Dial Parameters" and activate "**prepaid**" options (**1**)
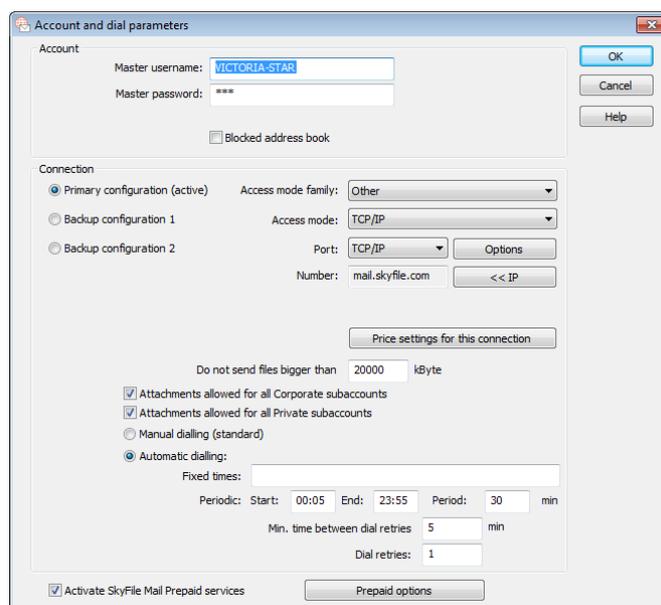
Then select "**Prepaid options**"

Please configure "Prepaid" Options

- **Access mode**: since SkyFile Mail v9.00, the access mode is simplified. 4 configurations are already suggested to the user:

    o **Always use active postpaid configuration (default)**: in that case Postpaid and PrePaid dial in will use the same device.

    o **Always use Primary configuration**

    o **Always use backup configuration1**

    o **Always use backup configuration2**
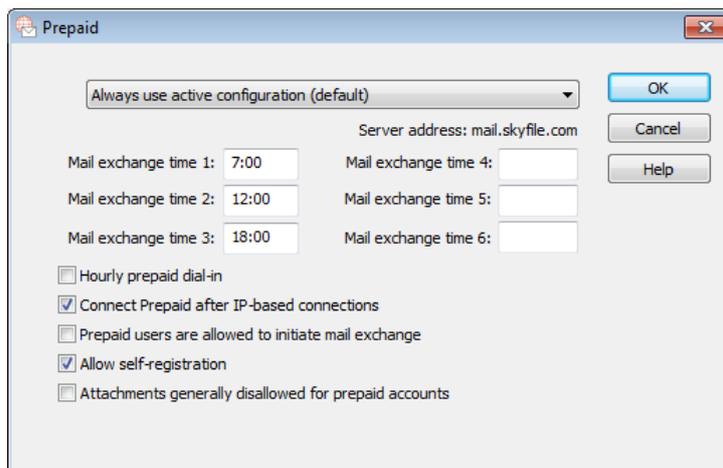
- **Mail exchange time**: A maximum of 6 daily connections can be configured. Please configure the time when the prepaid connections will be done. The connection to the server is fully automatic at the time configured. Select the connection time accordingly with the vessel activity. Prefer a prepaid connection when the business-activity of the vessel is reduced (during the night for instance). With a correct configuration, you will avoid any problems or conflicts between the regular SkyFile Mail and SkyFile Mail prepaid connections.

- **Hourly prepaid dial**-in: automatic and silent dial-ins are performed each hour.

- **Connect Prepaid after IP-based connections**: after each postpaid connections, a prepaid dial in is automatically done. As Postpaid and Prepaid connections are done via different ports, please note that the postpaid connections is dropped down before the prepaid connection is started. This process avoids confusions and a mix between postpaid and prepaid traffic.

- **Prepaid users are allowed to initiate mail exchange**: in case of emergency prepaid users can send emails immediately (if this option has been activated by the master). An additional fee will be charged to the user in any cases and applied on each email or check-mail done by the user.

- **Allow self-registration**: If this option is selected, SkyFile Mail prepaid users will be able to create and configure their own SkyFile Mail prepaid sub-account.

- **Attachments generally disallowed for prepaid accounts**: in principle each crew-member manages his own account and generally the rules are defined by the user. However, for a better control of the traffic, companies restrict the usage by disallowing attachments to all users.

25.3 HOW THE MASTER CAN CREATE A PREPAID SUB-ACCOUNT

If the "Self-Registration" option is disallowed, prepaid sub-accounts must be created by the master or the SkyFile Mail administrator.

To create a new prepaid sub-account, please go to "Subaccount" ➜ "Subaccount configuration", then select "New". Please fill-out the following fields:

- **Description:** this is the prepaid sub-account-name which will appear just before the mail address <**Jack Sparrow**> Sparrow.victoria-star@SkyFile.com

- **Sub-account name:** this is the sub-account address which will be linked with the main SkyFile Mail account

- **Password**: In prepaid-mode, the password is mandatory. The password must be communicated to the prepaid user. It is mandatory to open the prepaid sub-account.

- Then **select "prepaid"** or preferably **"Create new MyMail prepaid account"**
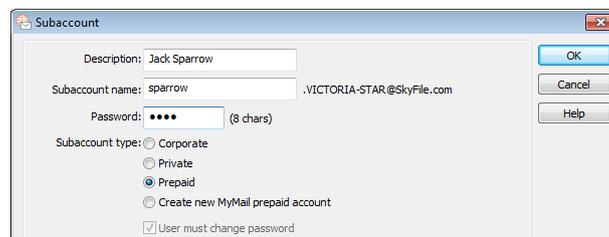
Prepaid sub-account has been successfully created. Now you need to configure it.

25.4 HOW THE MASTER CAN CONFIGURE A PREPAID SUB-ACCOUNT

To configure a prepaid sub-account, please select it in the SkyFile Mail log-in page.

From the SkyFile Mail master sub-account, please click on "change sub-account"

> Please select the prepaid sub-account in the "prepaid sub-accounts" list.

- Enter the prepaid sub-account password.

- Confirm the sub-account password.

Now you can configure the sub-account profile of the crew-member or of the passenger.

For information about configuration of sub-accounts, please see following pages.

26. HOW A CREW-MEMBER / PASSENGER CAN CREATE HIS OWN SKYFILE MAIL PREPAID OR MYMAIL SUB-ACCOUNT

To learn more about **SkyFile Mail Prepaid & MyMail**, please contact our Customer Care or consult our website where a user guide is available.

27. FAQ

27.1 HOW TO CHECK IF A SKYFILE MAIL ADDRESS IS SET UP TO BE USED IN PREPAID MODE?

You have to make sure the prepaid box at the bottom of the window is ticked in the SkyFile Mail administration. The standard option also needs to be selected in the drop down menu as well as the mobile type and the data IMN used for prepaid connection.

27.2 HOW TO AUTHORIZE A SKYFILE MAIL ADDRESS TO BE USED IN PREPAID MODE IF I DO NOT KNOW THE DATA IMN USED FOR CONNECTION?

The Data IMN needs to be filled in for statistical purposes only (except for Iridium where verification is done in the prepaid platform). So you can fill out this field with a fake number in case of emergency. (Needs to be verified for Iridium)

27.3 HOW CAN THE SKYFILE MAIL ADDRESS OWNER CREATE PREPAID SKYFILE MAIL SUB-ACCOUNTS?

The captain has to make sure he activated the SkyFile Mail prepaid option in his software first: click on "Configuration" then "Account" and in the dial parameters you need to tick the box "Activate support of SkyFile prepaid". Then he has to create a private or corporate master sub-account before being allowed to create prepaid sub-accounts because all the prepaid sub-accounts need to be linked to a master sub-account).

27.4 CAN YOU USE THE SAME UNIVERSAL CARDTM WITH DIFFERENT PREPAID SUB-ACCOUNTS?

You can use the same card with different prepaid sub-accounts but when this card is used either for a phone call or a mail exchange it cannot be used more than once at the same time, because it is locked during usage.

27.5 WHAT TO DO WHEN A UNIVERSAL CARD WITH CREDIT LEFT ON IT CAN NO LONGER BE USED?

Sometimes cards can still be locked in the prepaid platform (TETCO platform). It sometimes happens that a card stays locked in the prepaid platform after a regular usage and it cannot be used anymore. The customer gets an error message saying his card is already used by another account. You need to contact our Customer Care and they will unlock the Universal Card in the TETCO platform.

27.6 CAN WE USE SKYFILE PREPAID OVER MPDS?

SkyFile Prepaid is usable on Inmarsat Circuit Switched Data and on Rudics over Iridium.

SkyFile Prepaid is not available on MPDS.

27.7 WHAT ARE THE SKYFILE MAIL RULES REGARDING THE SIZE OF THE MAIL BOXES?

The following limits apply for the mailbox:

- The maximum mailbox size is 10 times the configured mail size limit for this customer.

- If the customer has dialed the server within the last 2 days, then up to 250 mails are accepted if the user has sub-accounts or up to 100 if no sub-accounts are used.

- If the customer has dialed the server in the last 3 to 10 days, up to 50 mails are accepted.

- If the customer has not dialed the server within the last 10 days, only 10 mails are accepted; the sender will get "mailbox full" for the 11th mail.

- Special case: For prepaid users, 50 mails are accepted regardless of the last dial-in.

- Old mails are deleted after 30 days, and a notification is bounced to the sender.

- Note that a webmail log-in does not count as a dial-in, so it will not increase the mailbox size.

27.8 TO WHICH COUNTRIES AND NETWORKS CAN I SEND SMS MESSAGES?

The SkyFile gateway in the land earth station has its own GSM connection and can send SMS messages to most GSM networks worldwide. There are no additional charges for this service. In a few countries SMS messages are even possible to fixed users: If the fixed telephone does not support displaying messages, the message is read by a speech synthesizer.

However, no definitive answer can be given to this question because network providers often change their roaming lists. Also, even if you can send a message to a specific network, this does not necessarily mean that you can also receive messages (answers) from that network.

Please note that a positive confirmation email to your SkyFile Mail account only says that the SMS could be sent to the local GSM network node. It does not guarantee that the message will actually arrive in the destination network or at the specified cell phone number.

The cell phone user can also answer a received SMS message by simply responding to the same GSM number where he received the message from.

27.9 WHAT TO DO WHEN SKYFILE MAIL IS IN GERMAN LANGUAGE EVEN THOUGH YOU CHOSE ANOTHER LANGUAGE?

In fact German is still the default language of the program. German text is within the program itself, other languages are in external files. The selected language is stored in the windows registry for each windows user.

If there are problems with the language files like ENGLISH.LAN, German sentences might be visible. Possible causes:

There was a problem during installation of the update and the ENGLISH.LAN does not contain the new sentences. He can check the size of ENGLISH.LAN. It should be 32776 Bytes. But in this case he got an installation error message during the installation of the SkyFile 7.0. It seems he has the ENGLISH.LAN from 6.3, all new functions are not translated. If any other application (virus scanner) blocks the ENGLISH.LAN, it might happen that some sentences are not in the selected language.

27.10 WHY DON'T I RECEIVE A DELIVERY CONFIRMATION EMAIL ANYMORE WHEN I SEND EMAILS TO THE SKYFILE ADDRESSES?

Confirmation mails are returned to a terrestrial address if at least one SkyFile Mail user has sent at least one email to this address.

This system avoids backscatter which could be sent to fake email addresses as used by spammers and viruses.

It also helps against spammers who might try to validate email addresses by receiving confirmations. So if a terrestrial address does not receive any email from any SkyFile Mail user from more than about three weeks, no confirmation mails will be sent to this address.

27.11 WHICH INMARSAT SERVICES ARE SUPPORTED BY SKYFILE MAIL?

SkyFile Mail supports all connection-oriented and packet-based Inmarsat services:

Inmarsat-B: Besides its high-quality phone service, it also allows data and fax communications with reliable 9600 bps through the internal modem of the transceiver. The B-High-Speed service offers 64 kbps and is compatible with ISDN lines. A parabolic antenna is required.

Inmarsat-Phone (Mini M) includes telephony, fax and data transfer (2400 bps) using small, portable sets with integrated flat antennas. It uses a digital speech encoding similar to terrestrial GSM radio telephone services.

Inmarsat-M4/Fleet offers ISDN capabilities with 64 kbit/s via satellite for high-quality speech and fast data transfer. M4 is the land-mobile version, Fleet for maritime use. The medium also offers Internet access via the Mobile Packet Data Service (MPDS) which uses a volume-based tariff with no time charges. The variants Fleet 33 (9600 bps in spot beams only, 2400 bps global), 55 (64 kbps in spot beams, 9600 bps global) and 77 (64 kbps global) primarily differ in the required antenna dish size and transmitter power.

FleetBroadband and BGAN (Broadband Global Access Network) has a volume-based tariff similar to MPDS and also runs over the Inmarsat satellites as a packet-based Internet access with 128 kbps and more. Alternatively, the low-orbit Iridium satellites are available even in the polar regions, offering speech and 2400 bps data. The service reliability does not meet the GMDSS requirements, however, so Iridium is not sufficient as a distress system.

27.12 WHAT ARE THE ADVANTAGES OF SKYFILE MAIL COMPARED TO OTHER SOFTWARE?

The reason is simply that SkyFile Mail is specifically designed for the special requirements of satellite communications, so it works more reliable and cheaper than conventional email programs. Each day many thousands of emails are transferred using SkyFile Mail.

SkyFile Mail is much faster than other mail programs. The difference in connection time between SkyFile Mail and other mail programs are the result of several factors:

The MIME-base64 coding of Outlook and similar programs requires 8 bits for each 6 bits of net data. SkyFile Mail uses a transparent transfer, which gives 33 % more performance.

SkyFile Mail compresses typical text, Word, Excel and similar files online, typically saving 50 % of time.

The SkyFile Mail log-in procedure is very fast, requiring less steps than the typical POP3 log-in of other programs.

SkyFile Mail receives and sends data in parallel at the same time, saving up to 50 % of time. Due to the propagation delay, each dialogue step typically consumes more than one second over satellites. SkyFile Mail reduces the number of steps for sending and receiving one email from 23 (conventional POP3/SMTP over PPP) to only four, additionally saving more than 30 seconds.

27.13 WHY SHOULD I SEND FAXES USING SKYFILE MAIL?

Using the fax printer driver in SkyFile Mail, you may use any Windows application like MS Word, Excel, and many others to send text or graphics as a fax. The "trick" is that the fax is sent securely to the gateway using SkyFile Mail's error-correction and compression capabilities.

Then the gateway at the land earth station will send the fax to its destination over the land line. This is much cheaper and more reliable than sending faxes directly from the Inmarsat transceiver. You will get a confirmation email later which shows if the fax could be sent correctly. (The same thing happens if you send an SMS message.)

27.14 THE EXTERNAL COM PORT OF MY LAPTOP IS NOT DISPLAYED?

In some cases external serial ports like those in USB or PCMCIA adapters do not appear in the device list of most applications so that they cannot be selected.

If this happens, you should launch the Regedit program and search for this key:

HKEY_LOCAL_MACHINE\Hardware\DeviceMap\SerialComm

To activate a COM1 port, for instance, you have to create a new string with the name "COM1" and the value "Com1" in Windows 98. For Windows NT, 2000 or XP the string must have the name "\Device\Serial0" and the value "COM1". - Please note that changes to the registry should be done by experienced personnel only.

27.15 IS IT USEFUL TO PACK ATTACHMENTS INTO A ZIP FILE FIRST?

SkyFile Mail uses a very efficient online compression algorithm, which is quite similar to the one used in ZIP software. Typical text files are compressed to 50 % or less.

If you transfer many small attachments in one email, you may save a few seconds of connection time by putting all attachments into one single ZIP file, so that you effectively have only one attachment. This will avoid the short handshake times between all the attachments.

For typical emails with no or only a few attachments, however, there is absolutely no advantage sending them as ZIP files.

27.16 IS IT POSSIBLE TO REDIRECT MY SKYFILE MAILBOX OR TO RETRIEVE IT VIA ISDN?

You can redirect a free mail account like GMX, Bigfoot, Yahoo or others to your SkyFile Mail address while you are using your satellite transceiver. When you are back home, simply deactivate this redirection at your free mail provider. However, we recommend not to use such a redirection because it makes filtering spam very unreliable.

Your SkyFile Mail account cannot be redirected to a different email address - the server and its backbone connection are not intended for this sort of usage, since it would increase the data volume of the mail gateway significantly. This traffic could also slow down the server response and therefore increase the cost of exchanging mails via satellite, which of course is not intended.

You can use the web interface of the SkyFile server to read, answer and forward received emails with any web browser. The same username and password combination is required as for SkyFile Mail, but the web function is enabled on explicit request only to avoid any misuse. Mails for private sub-accounts are not displayed for privacy reasons. Please ask our Customer Care for the required access data.

27.17 WHAT CAN I DO AGAINST UNWANTED MAILS (SPAM)?

The gateway has a built-in spam filter which will block most unwanted unsolicited emails. Due to the nature of such mails, however, a few spam mails may still get through. If you are frequently offended by emails from one specific sender, please inform our Customer Care.

We do not recommend to forward emails from a mailbox at another mail provider like Google Mail, Hotmail or Yahoo to your SkyFile account. Since the servers of these services are treated as trustworthy by the SkyFile server, spam detection cannot work as good as for servers communicating directly with the SkyFile gateway.

A very restrictive way is to only allow incoming emails which have a specific password in their subject. This means that all emails not having this word in the subject will be deleted, and their sender gets a return mail with an error message (access denied).

Another mechanism is using a black & white list which can be managed from a previously registered email address. Typically it will only consist of a white list (+) with addresses being allowed to send emails to your mobile account.

The account management at Marlink can also set file size limits for attachments in emails directed to your account. Especially if you are using a slow service like Inmarsat M or Mini M, this limit should not be set too high.

During the reception of a long email you can abort the transfer of a file by pressing the "reject" button in the transfer software. This file will then be deleted on both sides, and the transfer will continue with the next file or email.

27.18 IS IT POSSIBLE TO USE SKYFILE MAIL IN A NETWORK WITH SEVERAL PCS?

Yes! Simply define the hard disk drive of the PC connected to the satellite transceiver as a network resource, e.g. "c" for the local disk "C:". Please see the built-in help of Windows for details how to create a network resource. On all other PCs within the local network, the Autosync.exe program can then be launched from the network, e.g. using a desktop link, instead of installing SkyFile Mail on all PCs.

For instance, if the machine name of the PC with the cable to the satellite transceiver is "pc1" and SkyFile resides on its local drive C:, other workstations can access SkyFile Mail by simply using \\pc1\c\skyfile\autosync.exe as a desktop link. Alternatively, if workstations are using mapped drives like N: pointing to \\pc1\c, they can access SkyFile Mail using N:\skyfile\autosync.exe.

Typically each workstation uses its own sub-account name and thus has its own email address. It is also possible to access a specific mail account from different PCs alternatively, though this should not be done at the same time.

To ensure that the mail list and the archive tree are automatically synchronized between all workstations with the internal firewall of Windows XP enabled, "File and printer sharing" must be allowed in the firewall for local LAN addresses even if the sharing service is not really activated.

If SkyFile Mail has been configured for an automatic dial-in with a specified timing or for using sub-accounts, then the transfer module is started automatically on the PC connected to the satellite terminal. This ensures that internal emails from one sub-account to another are delivered immediately without having to go through the satellite link.

27.19 HOW CAN I SEND AN SMS MESSAGE TO A SKYFILE MAIL USER?

You can send SMS messages to SkyFile Mail users only after you have received one from the SkyFile gateway, so you can see the GSM number of the gateway. All SkyFile Mail users have the same GSM gateway number. There are two ways to send an SMS message:

You answer the SMS message, using the same cell-phone number as in the message you have received. The SkyFile gateway has kept in memory your mobile number and routes your answer to the user who had sent you a message before. No additional addressing is required. However, please do not use a colon ":" after the first word of your message in order to avoid any misinterpretation of this word as an address.

If you want to send an SMS to a SkyFile Mail address from a different mobile phone or from a web-based SMS service you will have to write the recipient's user name and a colon at the beginning of your message. Example: ANDREA1: Hello, thanks for your message...

Upper or lower case is not relevant in the username.

Please note that the successful delivery of your message to the satellite gateway depends on whether your local GSM provider has a bi-directional interworking agreement with T-Mobile or not.

27.20 HOW DOES BLACK AND WHITE LIST WORK?

"Black" entries: define terrestrial email addresses or even email domains, which are not permitted to send messages to your terminal(s).

"White" entries: define terrestrial email addresses or even email domains, which are allowed to send messages to the terminal(s). Once a "white" entry exists, all other unspecified email addresses are automatically "black", that means, only the "white" list entries are permitted to send emails to the respective SkyFile Mail account(s).

We have two kinds of black & white lists: The prepaid function and the existing black & white list for postpaid accounts. Both lists are implemented in the same way: 1. List with only '-' entries: all non-matching addresses are allowed:

- hotmail.com

- yahoo.com

2. List with only '+' entries: all non-matching addresses are forbidden:

    +company1.com

    +company2.com

1. Mixed lists: all non-matching addresses are allowed!

    +good_friend@hotmail.com

    hotmail.com

    +good_friend2@yahoo.com

yahoo.com

With these rules it is possible for you to exclude all unknown addresses from a spammed domain, but you are able to receive emails from your friend.

28. NEED SUPPORT?

If you have any questions, please contact your Key Account Manager or Marlink Service Desk:

Email**:**	servicedesk@marlink.com
EMEA:	+33 (0)1 70 48 98 98
Americas:	+1 (310) 616-5594
	+1 855 769 39 59 (toll free)
Asia Pacific:	+65 64 29 83 11

http://www.marlink.com