VIZADA

Satellite communications. And more.™

SkyFile Mail

User Manual

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www.vizada.com

Content

Secure, Reliable & Cost-effective Messaging. And More.

SkyFile Mail is a free messaging and compression tool that allows users to send reliable and cost-effective emails, e-faxes and SMS messages. Suitable for users at sea and on land, Vizada's SkyFile Mail provides two-way email, fax and SMS messaging on Inmarsat, Iridium and Thuraya mobile satellite terminals.

Simple to install, use and update, SkyFile Mail works on any desktop PC or laptop and is an ideal messaging solution for crew and personnel emailing. SkyFile Mail is part of our portfolio of Vizada Solutions™.

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%.
- **No additional costs**: SkyFile Mail software is free of charge. There are no monthly fees or license costs. Users only pay for airtime.
- **Least cost router**: automatically selects the most cost-effective data transmission mode for Inmarsat Fleet terminals according to usage (MPDS or ISDN).
- **Remote configuration tool:** provides full control of all SkyFile Mail configurations, from billing rates to sub-account management.
- **SkyFile Mail prepaid:** provides prepaid crew emailing functionality for Inmarsat and Iridium maritime terminals.

New features of SkyFile Mail Version 7.0

SkyFile Mail version 7.0 offers greater flexibility for personal communications while creating less work for the master.

New: Benefit from our new prepaid messaging functionality:
- Versatility: use the same software for post-paid & prepaid messaging such as email, fax and SMS via Inmarsat and Iridium terminals.
- Minimal administration: with Vizada's Universal Card™, users need only one card for phone and email communications. Users can create their own prepaid sub-account
- Flexibility: enables user to configure their own prepaid sub-account according to their needs and budget.
- No restriction in terms of volume or number of messages: customers can set their own restrictions if required.
- Transparent prepaid functionality: credit balance and remaining time are updated in real time. Each user has access to their individual call logs.

New: SkyFile NOAD: automatic form updates, SkyFile Mail enables to create and send forms created with our SkyFile NOAD (Notification of Arrival & Departure)

New shore to ship filtering: possibility to filter email size according to origin of address name, domain name or use default configuration.

1. Installation instructions

The following pages contain detailed instructions to install the SkyFile Mail software on your PC or laptop. If you have any additional questions, our Customer Care will be pleased to help you solve the problem.

SkyFile Mail is compatible with Windows 95, 98, Me, NT 4, 2000, XP and Vista.[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 v7 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.

Important note:
The user needs full rights to change the "win.ini"-file and all files in the SkyFile-directory. Vizada recommends performing the installation of SkyFile Mail with Administrator rights on the PC.

1.1 Installing software from the SkyFile Mail CD

Please put the SkyFile Mail CD into the CD drive. The installation window pops up, in which you can read the SkyFile Mail documents, find the registration form and/or install the SkyFile Mail software on your PC. For an installation please close all other programs in advance. If no window pops up, you can start the installation window by starting "menu.exe" in the root-directory of your CD-drive (typically D: or E:).

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[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.

Press the enter key and simply follow the instructions of the installation program. After choosing your preferred language, enter the account parameters which are described in the following pages. Windows must be restarted after installation to complete the installation process. The software will not run properly until this has been done.

1.2 Download of software from the Internet

After downloading SkyFile Mail as a ZIP file from **www.vizada.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. Please, click on "*Continue*".

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.
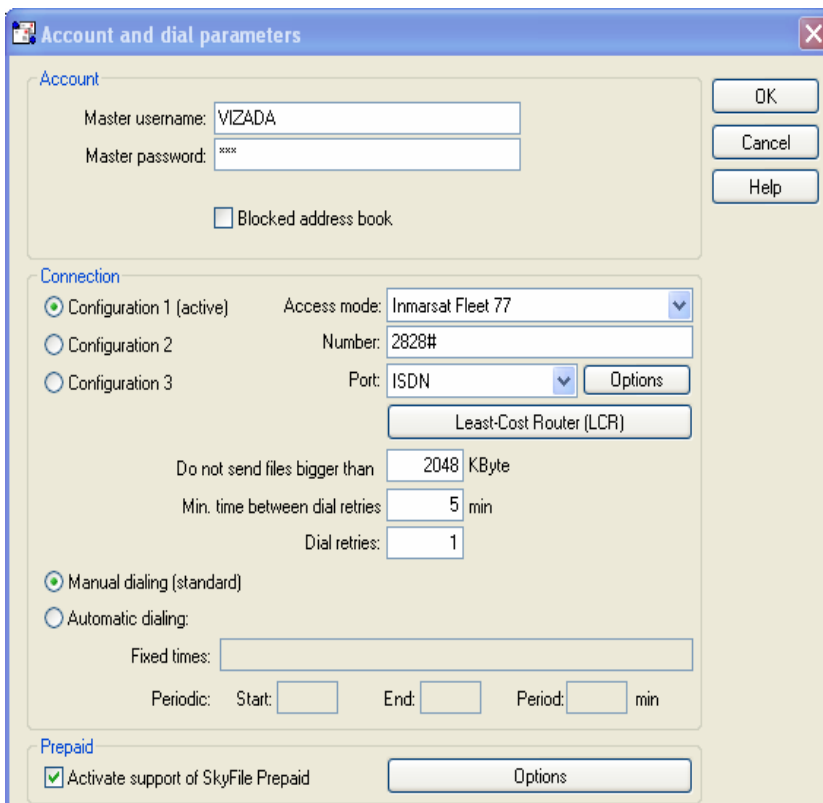
1.3 Further installation steps

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.

2. SkyFile Mail configuration

2.1 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 1-2-3:** SkyFile Mail allows defining three connection types. 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 Fleet77, an Iridium and a Mini M and switch between them in case of problems of coverage.

- **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).
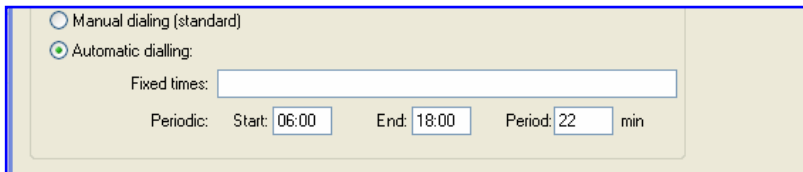
- **Number:** The dial-number will be filled out automatically after selecting the access mode.

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

- **Least Cost Router only for Fleet-terminals)**: Please read the special LCR-chapter below.

- **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.

- **New in SkyFile v7:** **Activate support of SkyFile Mail prepaid:** this option must be selected in case of SkyFile Mail prepaid usage. Please read the special prepaid chapter further below.

2.2 Entering the dial parameters

- **Do not send files larger 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.

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

- **Automatic dialing at fixed times:** 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 globe symbol appears on the bottom right of the screen (🌍= host program). 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 Periodic 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.

In that case, an automatic dialing will be done to the SkyFile server, every 22 minutes between 06:00AM and 06:00PM.
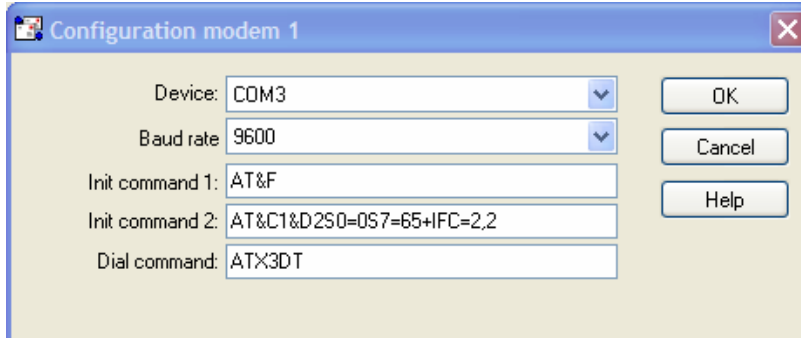
The actual dialing will take place at the given time(s) plus a random variation of up to ten minutes to avoid busy situations when several users in a fleet use the same time.

2.3 Port configuration (low-speed)
Inmarsat B/ M/ Min iM/ Fleet33, Iridium, Thuraya, Globalstar

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 B/M/Phone (Mini M)/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.

Specialty for Fleet33:
If you are using a Fleet33 terminal, Vizada recommends 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).

2.4 Port configuration (high speed, ISDN)
Inmarsat B HSD/ GAN/Fleet77/55 ISDN

When using SkyFile Mail with an Inmarsat B-HSD system, an ISDN converter
(E.g. I-Box or SODA box) must be installed between the PC and the Inmarsat terminal. The configuration is the same as is for an Inmarsat-ISDN terminal.

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 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.
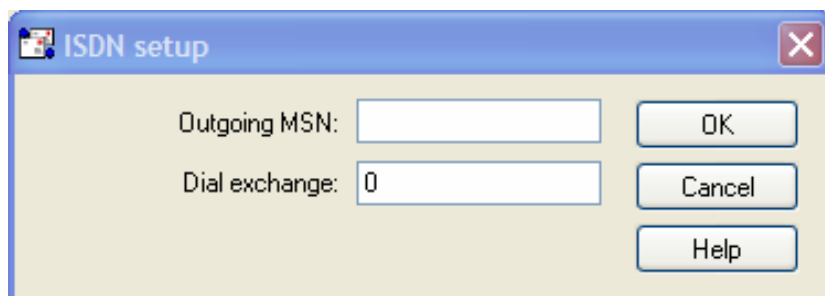
- **Outgoing MSN:** Data-IMN, from which you dial. It will be filled out automatically by selecting the access mode. It can be left empty in most cases.

- **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.

2.5 Port configuration (TCP/IP)
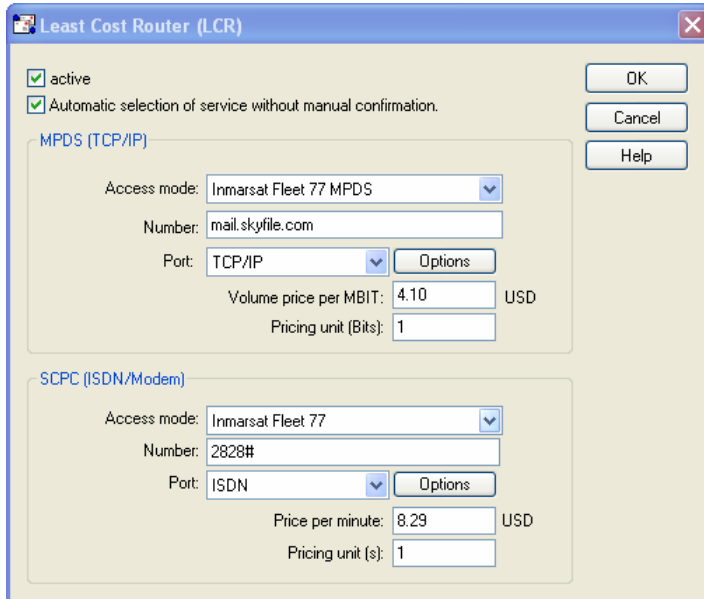## Inmarsat GAN / Fleet MPDS / R-BGAN / BGAN

- **RAS connection:** For exchanging data with R-BGAN or BGAN, please select "-Router-" as this terminal is online as soon it is switched on. For a connection over MPDS you must create a standard windows dial-up connection for Vizada 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.
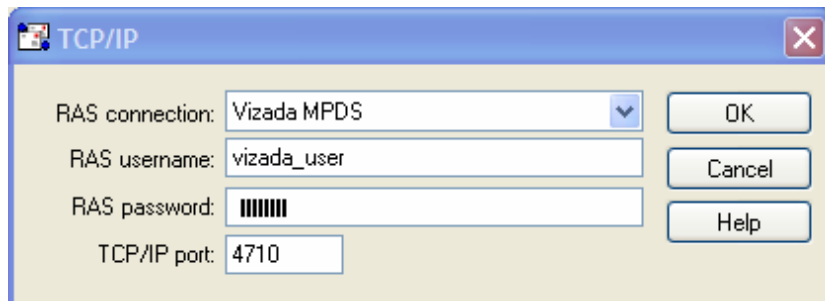
- **RAS username:** In case of an MPDS transfer the username of the dial-up connection will be shown.

- **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 Vizada 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.

2.6 Least Cost Router (LCR - only for Fleet/GAN)

Fleet33/55/77 and GAN 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.
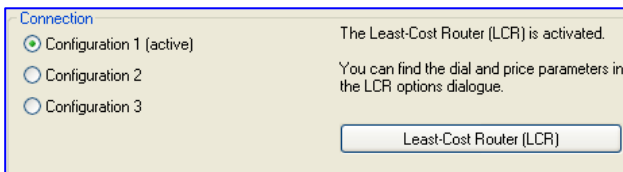
As a result the user should always calculate transmission costs to be able to select the transmission with the least costs.

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 sent 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.

## 2.7 Installing the standard mail-to handler and the fax driver

### 2.7.1 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.
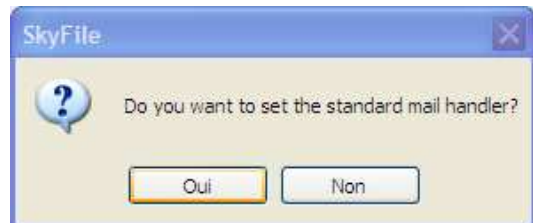
2.7.2 Installation of fax driver

To produce telefax pages SkyFile Mail employs a printer driver, which you can also install in the message list under "Options" ("Install fax support"). After restarting Windows the fax printer driver is available as a virtual printer called SkyFile, and can be used from any application.
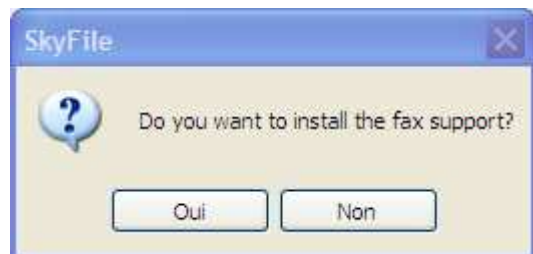
2.8 SkyFile Mail - Installation in a LAN

2.8.1 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, Vizada recommends creating a create 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.
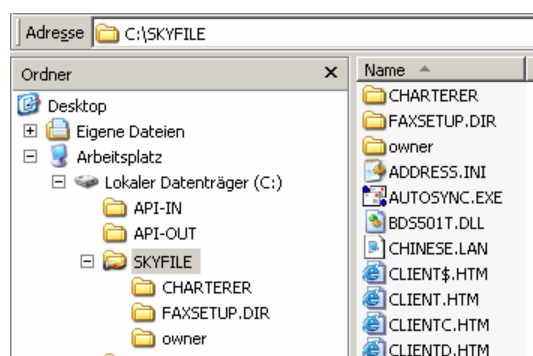
2.8.2 Using SkyFile Mail on a terminal server

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).
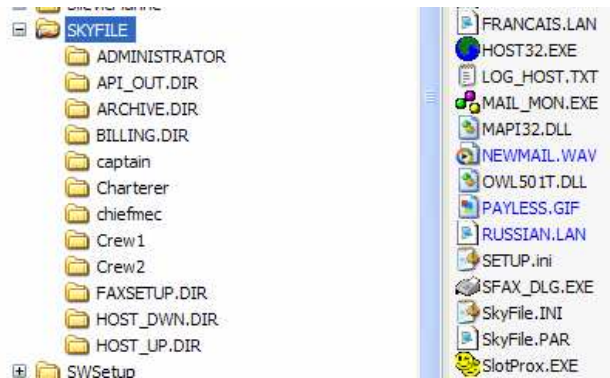
Use the Services Applet of the Windows control panel to start the service "Shamrock Mail-slot Proxy".

Using the SkyFile client in this local admin session, install the SkyFile 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.

3. SkyFile Mail, first connection

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

Please select your own account in the list proposed, then enter your password (if needed) and click on "Login"

New in SkyFile Mail v7

Additionally, if the SkyFile Mail prepaid option has been selected by the SkyFile Mail administrator (Master), the opposite 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.

4. Message list

4.1 Message list functions description

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

Description of the items:

		"New Mail"	Allows writing a new mail
		"Open"	Shows the marked mail in a read-only text window
		"Answer"	Shows a received mail in a text editor window allows answering it
		"Answer All"	Allows sending an answer to the original sender and all other addressees
		"Forward"	Allows to forward a mail to one or more email addresses
		"Archive"	Moves the selected mail to an archive, or restores an archived mail to the "New" list
		"Delete"	Deletes the marked mail including all of its attachments (or press the Shift+Del keys)
		"Remark"	Allows adding a short text which will appear in the message list (X-Remark header)
		"Search"	Searches for a word in the current message list or an archive
		"Send SMS"	Allows sending a short text message to a GSM mobile phone
		"Dial Now"	Allows connecting to the satellite to send and/or receive email, SMS and/or fax
		"Addresses"	Allows to edit the address book
		"Manual"	Allows to access to the help menu
		"Prepaid account"	Allows to configure prepaid sub-account

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 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:
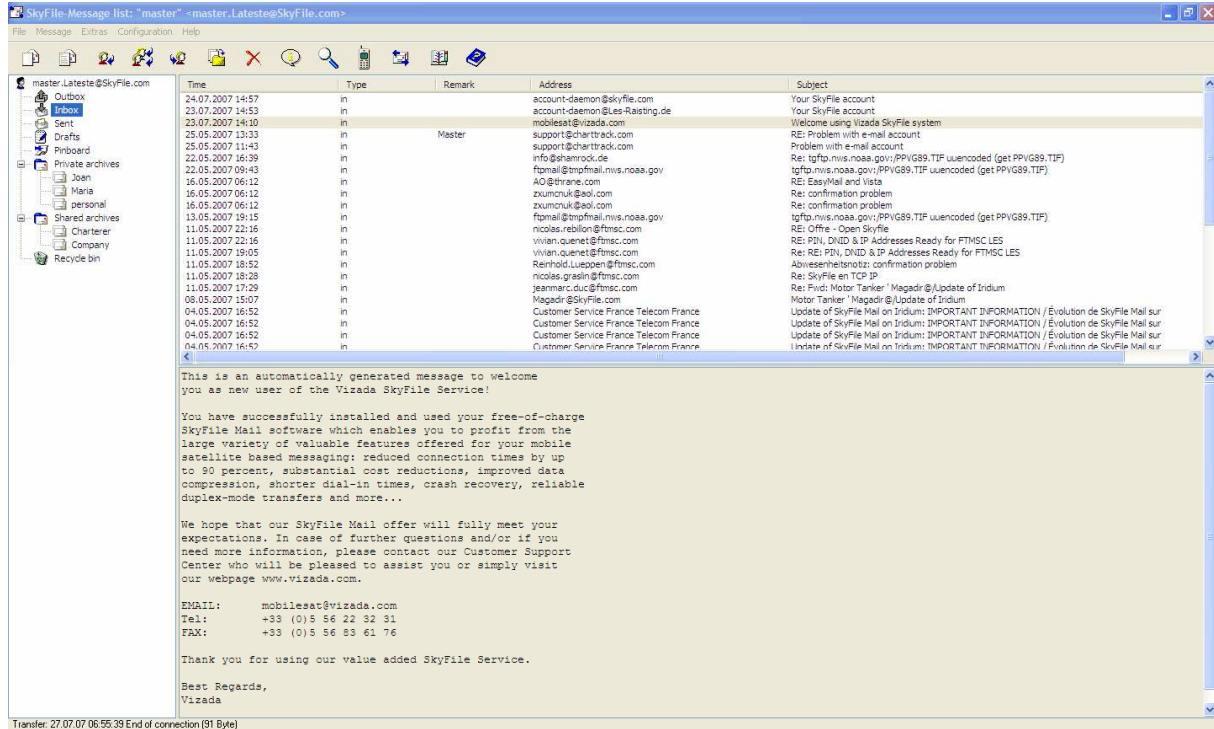
- **"New email"** to write a message, with or without file' attachments.

- **"Open"** displays a received or sent message in a text window.

- **"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.

- **"Archive"** to archive one or more selected messages in a self defined message folder. Alternatively you can drag and drop one or several messages into the respective Archive in the left archive-window.

- **"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).

- **"Remark"** to add a remark which appears in the relevant line of the message list (for SMS and faxes it is inserted automatically and cannot be changed).

- **"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.

- **"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.

- **"Dial now"** immediately dials the gateway, regardless of scheduled times. Emails, SMS and faxes will be sent and received in one data connection. After the exchange of all messages the connection is shut down instantly.

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

- **"Help"** to display the online Help program.

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:

Time	Type	Remark	Address	Subject	Size
27.07.2007 07:52	out		mike.gyver@maritime-unify.com	ETA	113
25.07.2007 11:41	sent		@RemoteConfig	(LATESTE) Remote configuration response	*20 K
24.07.2007 15:36	sent		claire.pinel@vizada.com	License info	*335 K
24.07.2007 15:04	sent		hofreiter@shamrock.de	Fwd: Your SkyFile account	1154
24.07.2007 14:57	in		account-daemon@skyfile.com	Your SkyFile account	1016
24.07.2007 11:49	sent		@RemoteConfig	Remote configuration response	314
24.07.2007 08:18	sent		@RemoteConfig	Remote configuration response	253

- 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.

Specialty for sub-accounts: If you have created sub-accounts with volume-billing, the price of each message is shown in an additional column right.

4.2 Archive Window / Full-text Search

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 loosing 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.
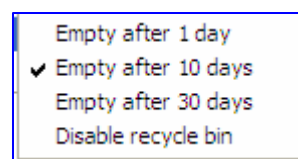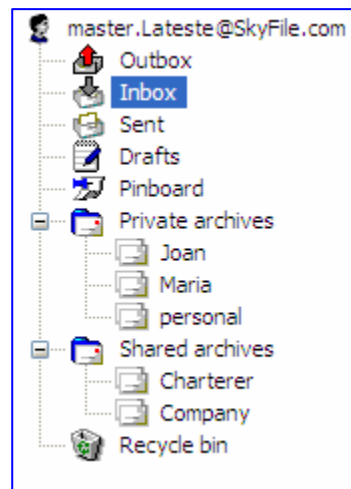
4.3 Full-text search

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.
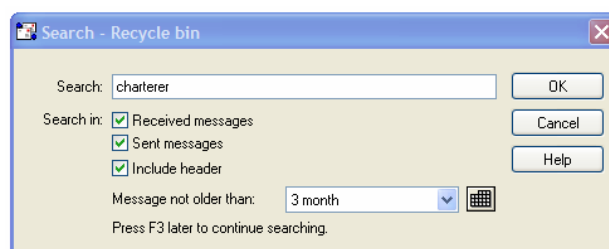
4.4 Sending and receiving messages

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:
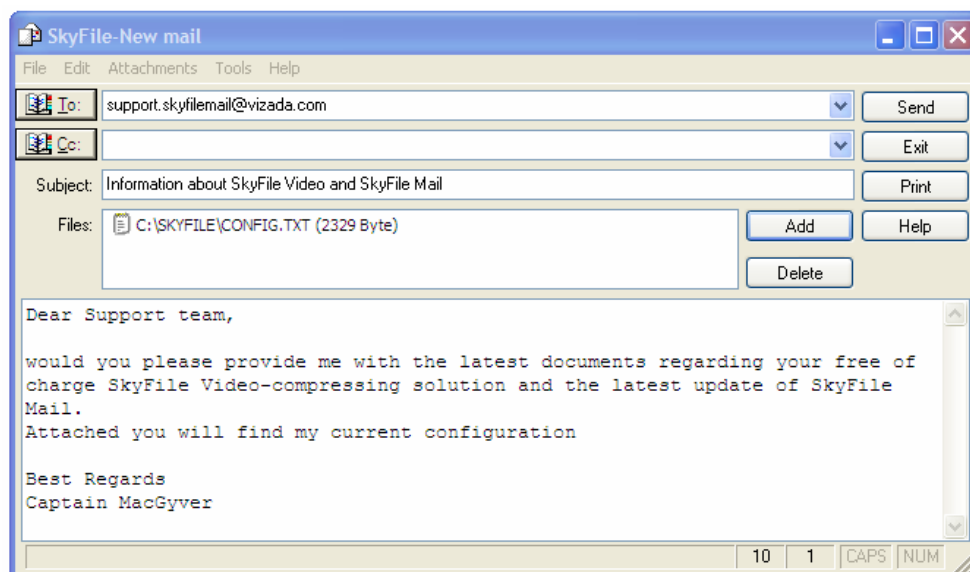
Functions in the text editor:

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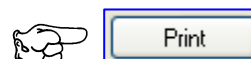
Specialty for sub-accounts: If you have created sub-accounts with volume-billing, the price of the currently created message inclusive all attachments are shown in the bottom-line of the edit-window.

4.5 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.
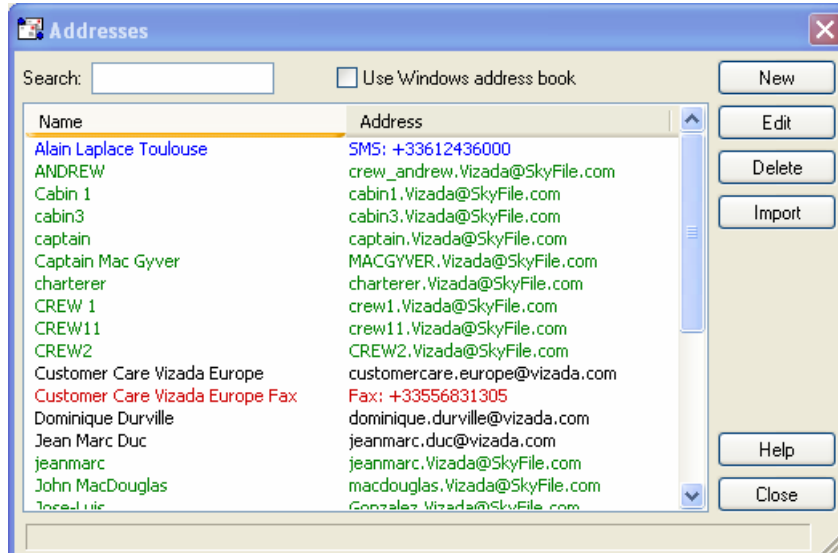
- **"New":** Enter the name and address of a recipient here. In case you choose "SMS" or "Fax", the address will be a GSM Number or a terrestrial Fax number beginning with the country code (e.g. +4922872192729).
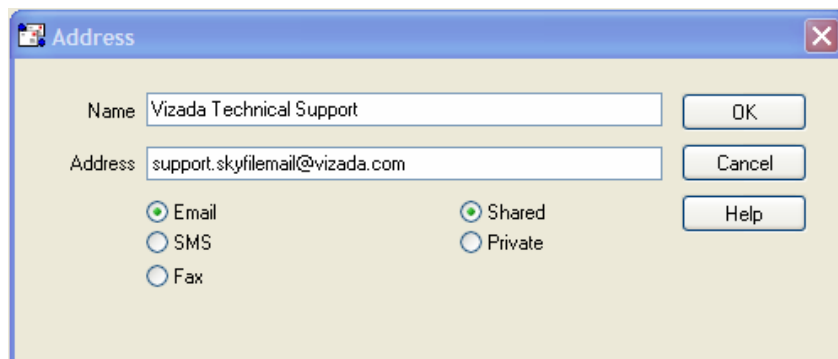
Entries can also be edited and deleted by selecting the entry and clicking on the relevant button.

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.

- **"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.
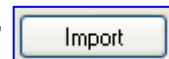
- **"Use Windows address book":** If you use a Windows address book locally installed on your PC for e.g. MS Outlook or MS Outlook Express, you can easily use these entries for your SkyFile Mail address book by clicking this option "use Windows address book".
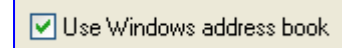
All email addresses, fax and SMS numbers will be accessible now.[5] You can even add new email addresses directly in your Windows address book.

Specialty for sub-accounts:
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.

4.6 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) a warning is displayed if they contain a script.[6] Text and script file types such as txt, vbs, hta, vcf, bat, js, reg are always opened with the text editor.

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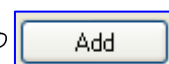
A folder (directory) window opens via which you choose the required file. Attach the selected file to the message by a double click. If you want to add another file, go back to "Add" again and insert the respective file as described.

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. The protected change of this function requires a password.

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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.
[6] Received HTML files are of course available as local files. The Microsoft Internet Explorer applies its lowest safety level for these, i.e. any script programs included are usually executed without a warning. For this reason SkyFile Mail displays a warning when opening these files.

4.7 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".
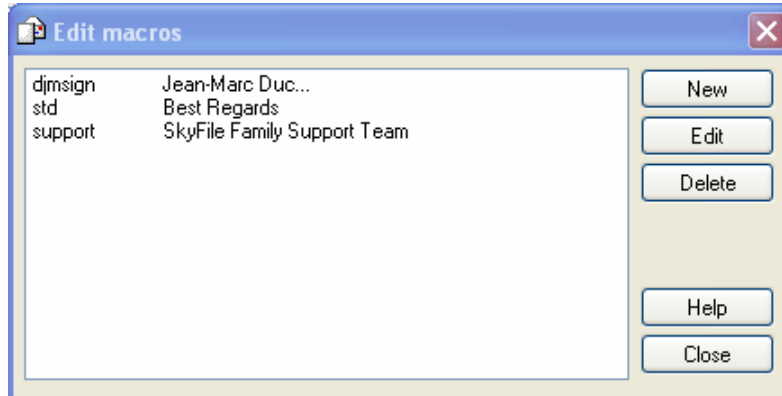
If you press "F2" or select "Tools" in the text editor, you will see the menu options "Edit macros ..." and "Expand macros". In case you have created a macro (e.g. "ds"), you can expand it by typing it in the text box and clicking on "Tools" - "Expand macros", or by pressing F2.

- **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.

4.8 Sending and receiving faxes

4.8.1 Sending faxes

If you have installed SkyFile Mail's telefax 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.
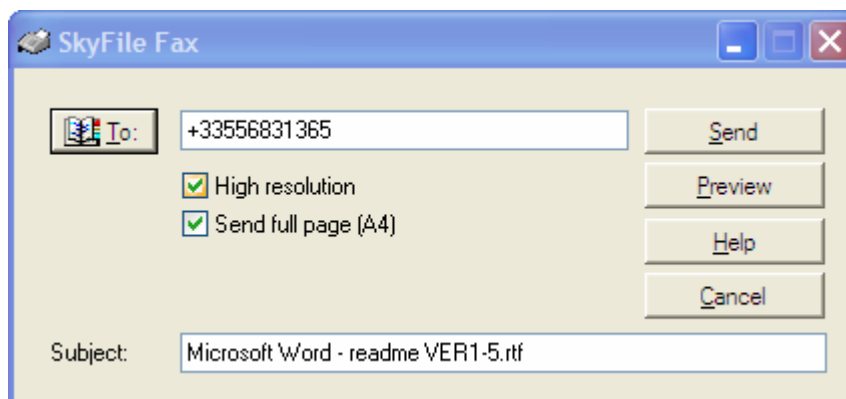
Select the "Print" command in the file menu again. A self-explanatory dialogue box appears, in which you can either type in the destination number or select it from the SkyFile Mail address book.

- **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.

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

4.8.2 Receiving faxes (fix-to-mobile)

If you wish to use Vizada's new 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.

4.9 Sending and receiving short messages (SMS)

4.9.1 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.[7]
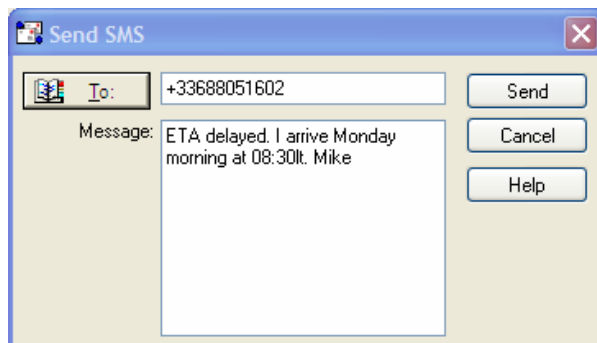
4.9.2 Receiving short messages from a GSM mobile

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[8]. 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.

4.10 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.

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[7] Please note that this confirmation only refers to successful transfer to the mobile network, not to actual receipt by the addressee.
[8] To use this service, your GSM provider has to have an agreement with T-Mobile.

- **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.
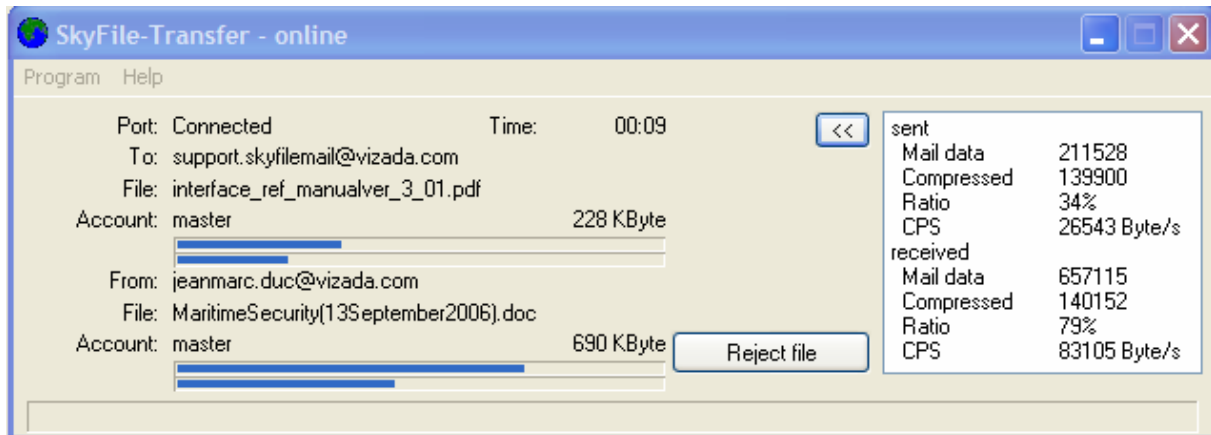
During transmission of a large attachment, you can see the file name in the host window. If you feel that the transmitted file is an unwanted one, click on the "Reject file"-button. This stops the transmission of the attachment and the respective file is deleted at the gateway. A re-transmission is not 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 "Extras" menu you can constantly check ("View protocol...") 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 ("Extras" -> "Delete protocol...").

4.11 Backup / Restore

A crash of the PC could destroy all valuable data on your PC. In order to avoid loosing 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. You will find the backup and restore functions in the main menu under the topic "Extras".
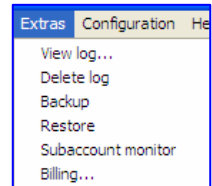
- **Backup**
  Please select a directory where the data shall be stored to. To increase security, Vizada recommends selecting another partition, hard drive or even through the network another PC. Then you could specify for which kind of data a backup shall be created.
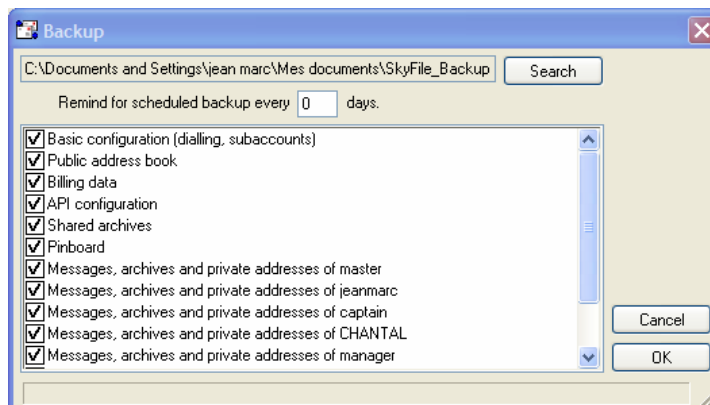
If you want to automate the backup function, please enter a number of days in the field "Remind for scheduled back every … days".
An automatic backup will be generated accordingly.
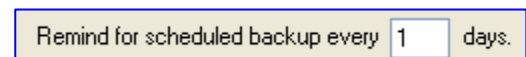
- **Specialty for sub-accounts:**
  The full backup of all configuration data is only possible if you are logged in as master sub-account. Else backup is only possible for the sub-account-archives.

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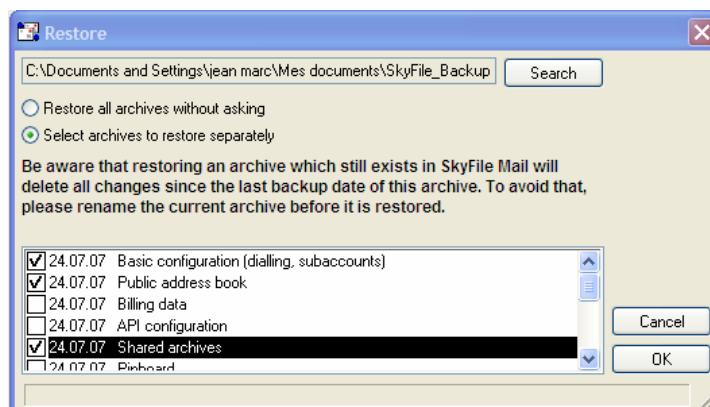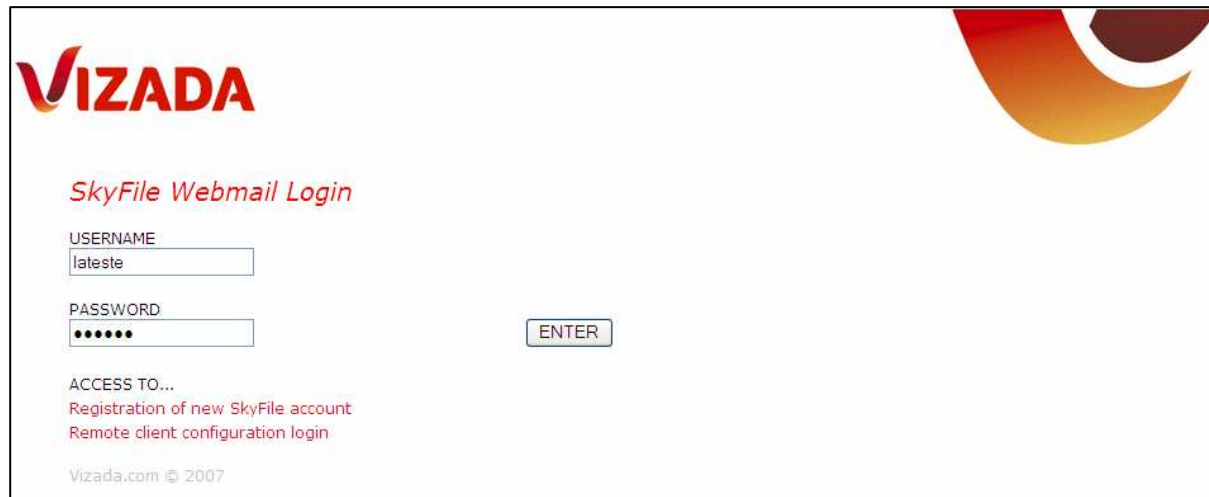
Please be aware that restoring data always will overwrite the current data. E.g., if you create new sub-accounts or get new messages after you have performed the last backup, a restore will delete them.
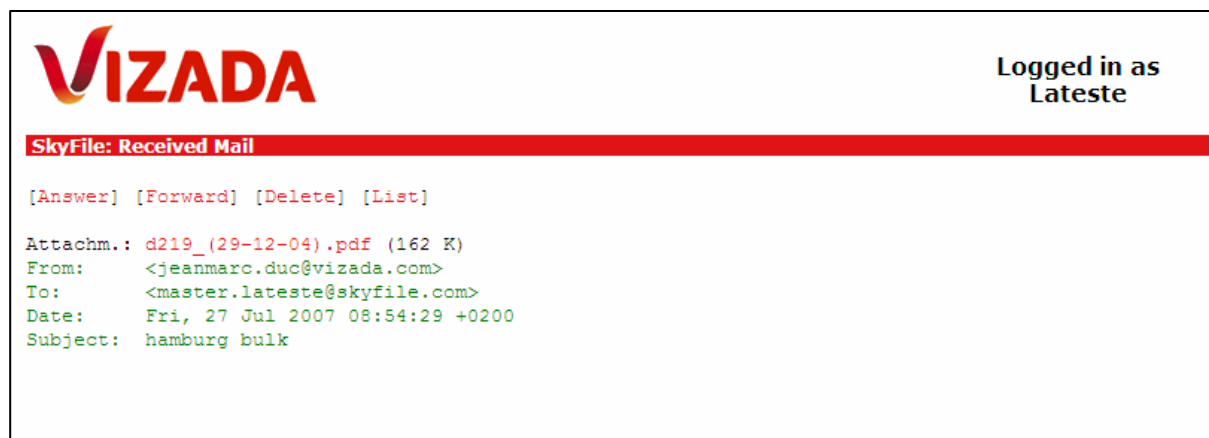
4.12 Web Mail Interface

The SkyFile Mail web mail 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.

Please note: Before using please activate the web mail interface via Vizada Customer Care.

To access your mailbox via web mail, please open your standard internet-browser with the URL "www.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.

Specialty for sub-accounts: The SkyFile Mail web mail interface will only display messages to "corporate" sub-accounts (see chapter "sub-accounts"). **Private sub-accounts are invisible.**

4.13 Remote Configuration

The 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 "http://webmail.SkyFile.com/cfg.htm".
The username/ password are the same you need to enter in the client. To be able to use the remote configuration, please register with Vizada Customer Care. You will need to provide us the email address where requested client data (such as crew-billing files) should be sent to.

Three tasks can be done via SkyFile Mail remote configuration:

- **Configuration of the client:** Create, change, delete sub-account, 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.

4. 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 for this SkyFile Mail account throught Customer Care.

```
Created by: <master.vizada@SkyFile.com> "master"
Date:       Sun, 20 Jan 2008 14:48:16 +0100 (CET)

Period:     Dec 2007

First mail: 24 Dec 2007, 09:58
Last mail:  19 Dec 2007, 14:11

Total time:    1:50 min
Total bytes:   2083 KByte
-------------------------------------------------------------------------------
Summary for each account:
  Duration/Vol   Price        %    In  Out Account
    2082 KB       0.00       100    4   17 master
    0:07 min      0.00         6    1    1 SUPER
    0:05 min      0.00         5    0    1 cabin1
     141  B       0.17 usd     0    0    1 manager
-------------------------------------------------------------------------------
Summary for each Internet address:
  Duration    %     Volume    %    In  Out Address
  0:41 min   37    1931 KB   93     1    1 wininly@gmail.com
  0:29 min   26       0  B    0     0   10 (mail exchange initiated, no mails)
  0:17 min   15    1242  B    0     1    3 jeanmarc.duc@vizada.com
  0:05 min    5      20 KB    1     0    1 carol.olsen@marlink.com
  0:04 min    4      89 KB    4     0    1 @RemoteConfig
  0:03 min    3      36 KB    2     0    1 fouad.latrech@vizada.com
  0:02 min    2     100  B    0     0    1 mobilesat@vizada.com
  0:02 min    2      18  B    0     0    1 SMS: +33688051602
  0:02 min    2     364  B    0     0    1 support.skyfilemail@vizada.com
  0:02 min    2     187  B    0     1    0 soutien.dnid@wanadoo.fr
  0:02 min    2    1149  B    0     1    0 wininly.SorPeng@vizada.com
  0:01 min    1    1881  B    0     1    0 customercare.europe@vizada.com
-------------------------------------------------------------------------------
Detailed list of all messages: (">": mobile to fixed; "<": fixed to mobile)
  Date       Time   Duration/Vol   Price         Address
  04.12.2007 19:36      89 KB      0.0000     master  > @RemoteConfig
  04.12.2007 19:36     0:02 min    0.0000     SUPER   > jeanmarc.duc@vizada.com
  11.12.2007 10:24     0:05 min    0.0000     SUPER   < JeanMarc.Duc@vizada.com
  11.12.2007 12:12     0:05 min    0.0000     cabin1  > jeanmarc.duc@vizada.com
  11.12.2007 14:36      141  B     0.1666 usd manager > jeanmarc.duc@vizada.com
  17.12.2007 17:17      100  B     0.0000     master  > mobilesat@vizada.com
  17.12.2007 17:17      18  B      0.0000     master  > SMS: +33688051602
  17.12.2007 17:17      364  B     0.0000     master  > support.skyfilemail@vizada.com
  17.12.2007 18:03     1881  B     0.0000     master  < customercare.europe@vizada.com
  17.12.2007 18:03      20 KB      0.0000     master  > carol.olsen@marlink.com
  19.12.2007 14:09      187  B     0.0000     master  < soutien.dnid@wanadoo.fr
  19.12.2007 14:09     1149  B     0.0000     master  < wininly.SorPeng@vizada.com
  19.12.2007 14:09      36 KB      0.0000     master  > fouad.latrech@vizada.com
  19.12.2007 14:09     1931 KB     0.0000     master  < wininly@gmail.com
  19.12.2007 14:11      616  B     0.0000     master  > wininly@gmail.com

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

Note: This option is not available for Iridium, Thuraya, Globalstar, MPDS, BGAN and R-BGAN services!

The general split billing option mentioned here only affects the monthly generated bill from Vizada 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[9]). It simply provides you with a detailed overview of all messages transferred.
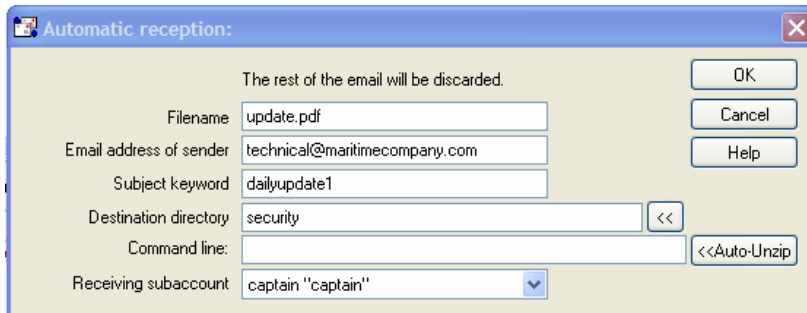
This detailed list will be very helpful for anyone who has to split the communication costs between several parties (e.g. ship-owner, charterer, crew, private…).

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

5. API (Application Programmer Interface)

API 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), API 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 API setup-window in the menu "Configuration"->"Automatic transmission/reception…"
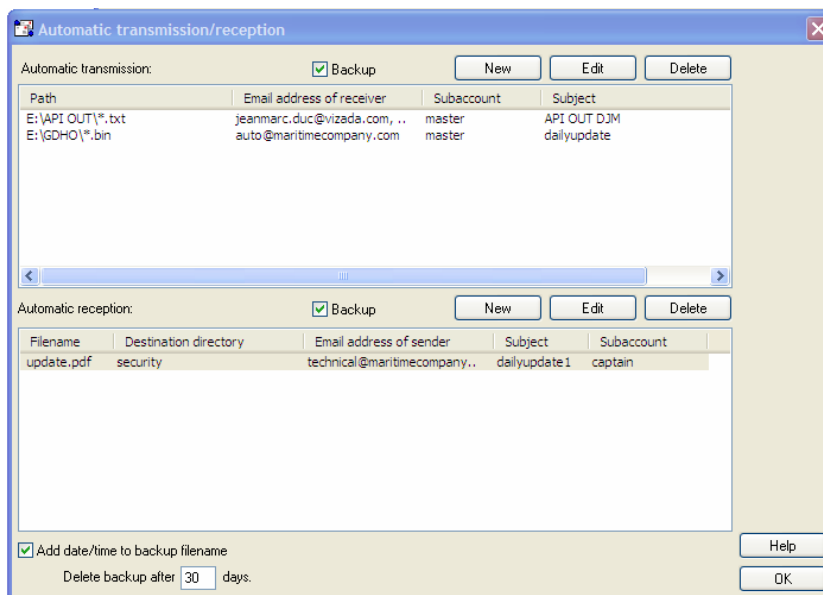
To select the destination directory please use the API explorer

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
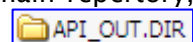
For a detailed API description, please contact Customer Care or consult the SkyFile Mail download section of at www.vizada.com".

6. 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.

- **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 either a GSM mobile (via SMS[10]), 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.

- **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 Customer Care.

- **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.

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

7. Black & white list

7.1 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 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.

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:

+ office@shipowner.de   **[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.

7.2 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 add a – sign. Entries can be shortened to their domain-name or any other trailing part if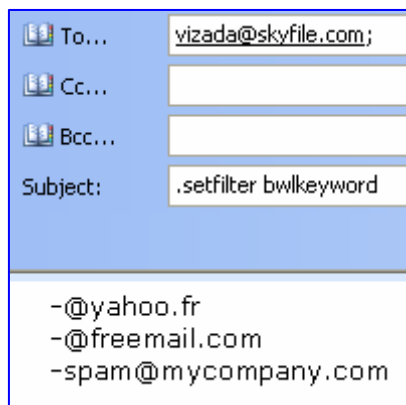 they should match multiple senders. The black & white list is scanned from top to bottom and matches the trailing part of the given addresses.

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**

+myfriend@yahoo.com   is allowed to send emails with volume max = 1MB
-spammer@service.com   is not allowed to send any emails
#mysister@orange.uk 2000   is allowed to send emails with volume max = 2MB
#myfather@free.fr 500   is allowed to send emails with volume max = 500KB

8. Sub-accounts – administration window

8.1 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.de).

The administration of sub-accounts is handled via the menu "Configuration" -> "subaccounts…". Here you can create, edit and delete sub-accounts.

3 categories of sub-accounts are available:
- Corporate
- Private
- Prepaid   **New in SkyFile Mail v7**

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).
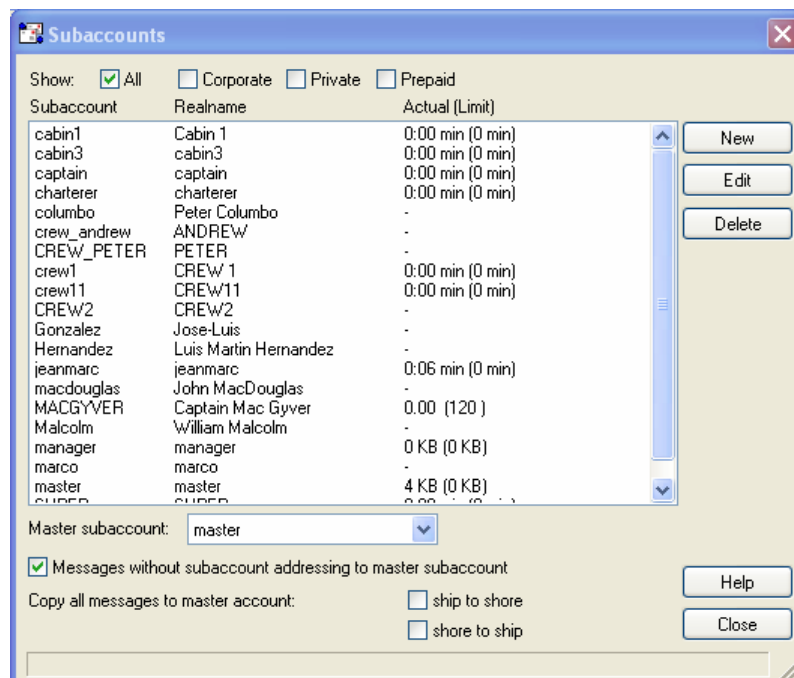
- **Send a copy of all messages to the master sub-account**: For control reasons a copy of all messages from and to corporate sub-accounts (see "Sub-accounts – creation 1") can be copied into the Master sub-account message list. So the captain will be able to control all transferred emails onboard the vessel.

New in SkyFile Mail V7: it is now possible to select the mail-direction.

The master can be in copy of Ship-to-shore and/or Shore-to-Ship emails.
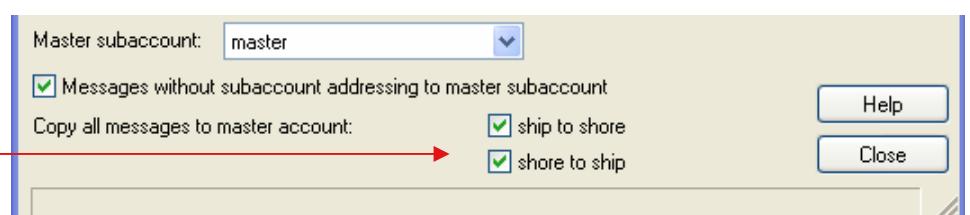
- **Message without sub-account addressing to master sub-account**: Once sub-accounts are created, messages without the sub-account addressing, e.g. "vessel@SkyFile.com" will still be received by the master sub-account if this option is selected.

- **Master sub-account**: Following the creation of sub-accounts, it is mandatory to select the "Master sub-account". Some features are linked to the master sub-account, e.g. after sub-account creation, all current messages will be copied to this master sub-account. Only the responsible person for onboard communications, e.g. the captain, should be able to access this sub-account.
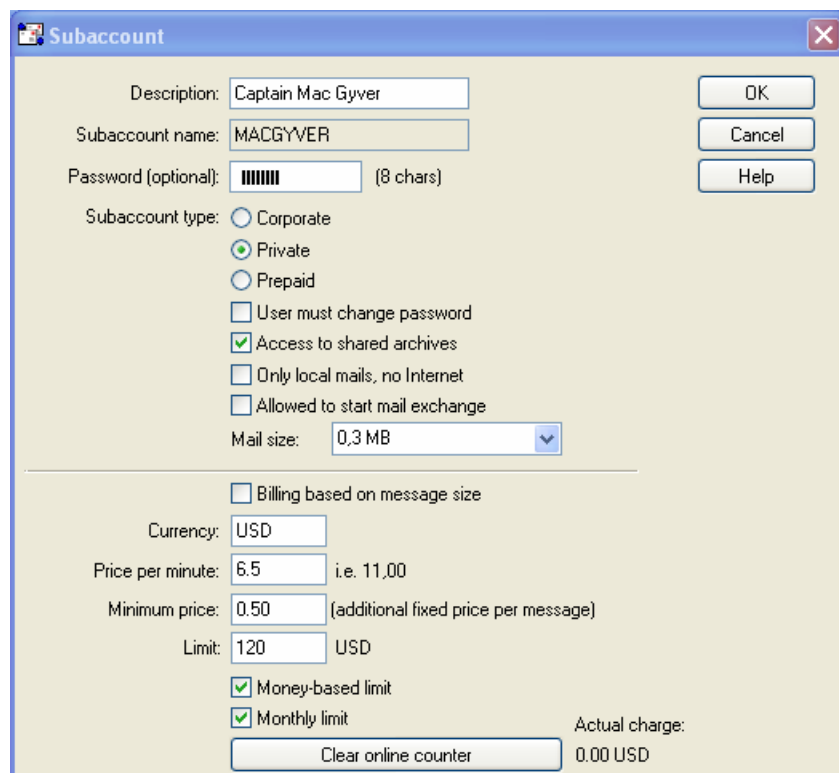
8.2 Sub-accounts – Creation

SkyFile Mail differentiates between three general kinds 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 or other web mail users. 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".

New in SkyFile Mail v7:
- **Prepaid**: These sub-accounts are usable with a **Vizada Universal Card™.** In general the usage is dedicated to crew-members or passengers. Sub-accounts are fully private and protected by a mandatory password.

- **Description**: Name of the sub-account holder, such as "Captain Mac Gyver."

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

- **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).

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

- **Only local mails, no Internet**: If you select this field, this sub-account can only send and receive internal emails to or from other sub-accounts of the same vessel. Internet emails to this sub-account will be rejected already on the land-side.

- **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 onboard-billing feature. The general monthly bill from Vizada will always be duration based.

- **Mail size:** Please select the mail size accepted for this sub-account. You can select:
  - No attachment: in that case this sub-account won't have the possibility to send any attached files.
  - 0,1 MB
  - 0,3 MB
  - 1,0 MB
  - No limit

- **Price per minute/Price per 1024Byte**: The crew-fee per minute or per Kbytes, based on the currency in the next field. This fee is not applied to internal emails.

- **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 "USD".

- **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.

- **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.
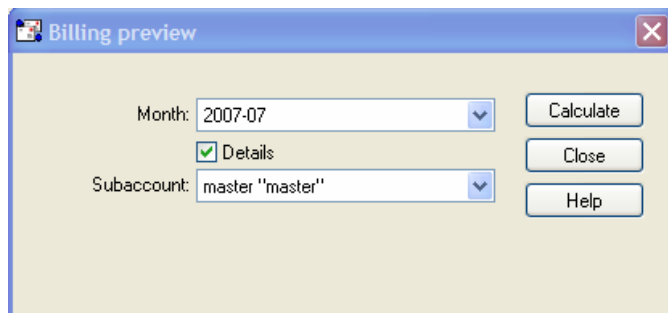
  Example:
  Root account = neptun (neptun@SkyFile.com)
  If you want to keep it, set master sub-account to = neptun.neptun@SkyFile.com.
  If "Message without sub-account addressing to master sub-account" is selected, the message received on shore will be neptun@SkyFile.com
  (Instead of neptun.neptun@SkyFile.com)

8.3 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 onboard-bills by choosing "Extras"->"Billing…",

selecting the needed sub-account and month, and then press "Calculate".

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:

```
Bill_2007_07_master - Bloc-notes
Fichier  Edition  Format  Affichage  ?

Created by: <master.Lateste@SkyFile.com> "master"
Date:      Fri, 27 Jul 2007 11:36:10 +0200 (CEST)

Account:   <master.Lateste@SkyFile.com> "master"
Period:    Jul 2007

First mail: 23 Jul 2007, 11:28
Last mail:  27 Jul 2007, 09:22

Price per minute: 5.32 USD
Minimum price: 0.10 USD

Total time:     4:05 mm:ss
Total bytes:    2783 KByte
Charge:         24.63 USD
---------------------------------------------------------------
Summary for each Internet address:
  Duration   Price     %    In   Out Address
  1:05 min   5.77 USD   27    0    23 (mail exchange initiated, no mails)
  0:53 min   5.50 USD   22    3     5 jeanmarc.duc@vizada.com
  0:52 min   5.82 USD   21    6     6 @RemoteConfig
  0:26 min   2.41 USD   11    0     1 auto@maritimecompany.com
  0:23 min   2.14 USD    9    0     1 support.skyfilemail@vizada.com
  0:11 min   1.08 USD    4    0     1 FAX: +33556831365
  0:07 min   0.83 USD    3    2     0 mobilesat@vizada.com
  0:02 min   0.28 USD    1    1     0 account-daemon@Les-Raisting.de
  0:02 min   0.28 USD    1    0     1 tec.support.djm@wanadoo.fr
  0:02 min   0.28 USD    1    0     1 mike.gyver@maritime-unify.com
  0:02 min   0.28 USD    1    1     0 MAILER-DAEMON@stew.skyfile-access.com
---------------------------------------------------------------
Detailed list of all messages: (">": mobile to fixed; "<": fixed to mobile)
  Date        Time    Duration      Price       Address
  23.07.2007 11:28    0:03 min    0.2660 USD  > (mail exchange initiated, no mails)
  23.07.2007 11:29    0:02 min    0.1773 USD  > (mail exchange initiated, no mails)
```

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 Vizada, as the entered rates are user-defined; peak/off-peak times are not taken into account and the call duration may differ (sometimes 10% or more) from the real call duration of the land earth station.

8.4 Sub-accounts – Sub-account monitor

In case you have created several sub-accounts onboard, the sub-account monitor helps you to maintain the overview. The sub-account monitor is accessed via SkyFile Mail menu "Extras"->"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.

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.

9. 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:
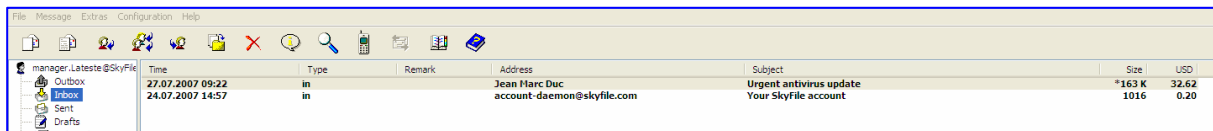
Thanks to the private sub-accounts, each crew-member can get his own password protected onboard email address.

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[11].

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

---

[11] 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.

10. SkyFile Mail prepaid – Master activation

To use SkyFile Mail prepaid, the service must be activated on the SkyFile Mail server. Please contact your Vizada Service Provider or Vizada Customer Care.

## 10.1 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.
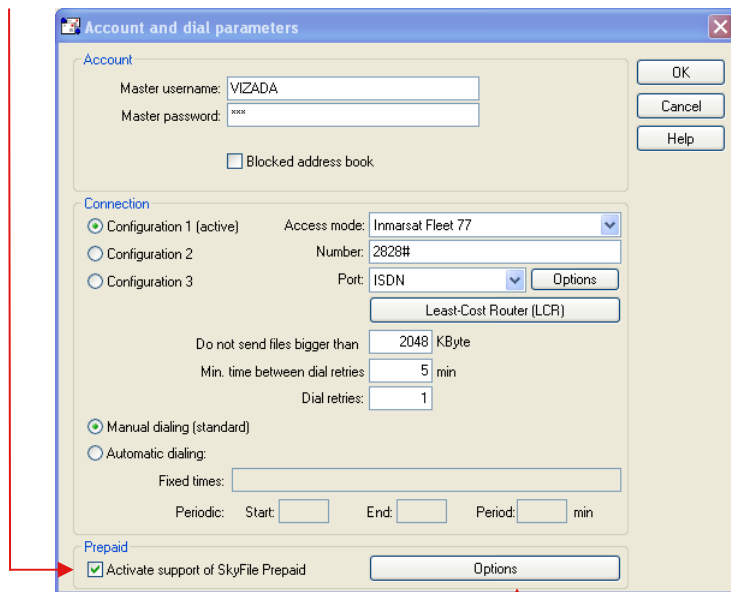
Then select "**options**"

Please configure "Prepaid" Options

- **Access Mode**: This is the access mode used for SkyFile Mail prepaid connection. Postpaid and prepaid connections can be done over different satellite terminals.

- **Mail exchange time**: A maximum of 3 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. Of course, if 2 separate connexion-modes are used, this is not an issue.

- **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.
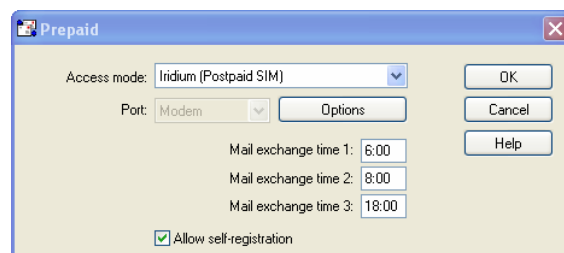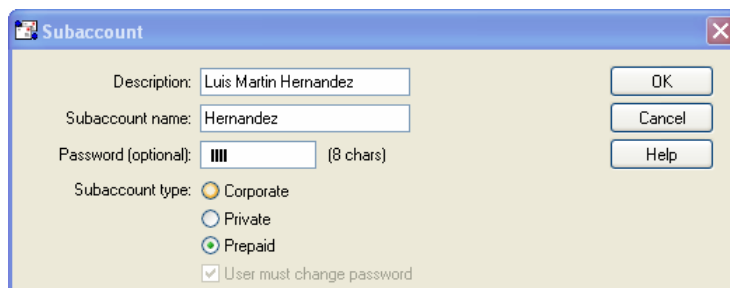
10.2 How the master can create a prepaid sub-account

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 "Configuration" "sub-accounts", 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 <**Luis Martin Hernandez**> Hernandez.vizada@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"**

Prepaid sub-account has been successfully created. Now you need to configure it.

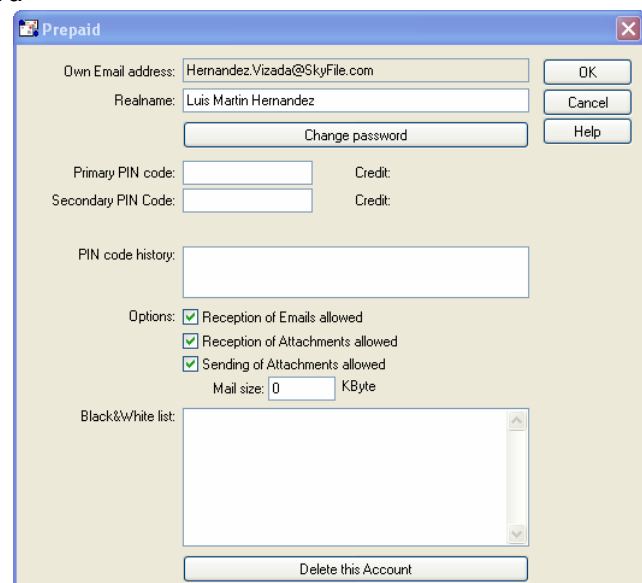## 10.3 How the master can configure a prepaid sub-account

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

From the SkyFile Mail master sub-account, please go to "configuration" then "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.

11. How a crew-member/passenger can create his own SkyFile Mail prepaid sub-account

11.1 Prepaid sub-account creation and activation

To create your own SkyFile Mail prepaid sub-account, the self-registration option must be activated by the master or SkyFile Mail administrator.

Select "**New Prepaid subaccount**" and follow the instructions.

Please enter your sub-account name (you are allowed to enter 15 alpha-numeric characters. Points are not allowed)

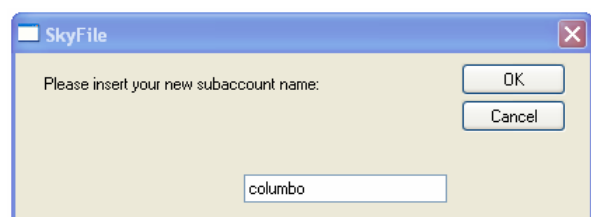Your sub-account name will be associated with SkyFile Mail's main sub-account name.

For instance:
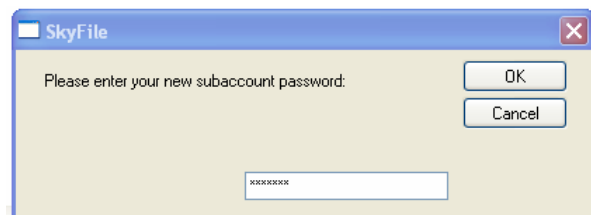SkyFile Mail main account name = **VIZADA**
Your sub-account-name = **COLUMBO**
Your email-address =
columbo.vizada@SkyFile.com

Now enter your password and confirm it, following the instructions.
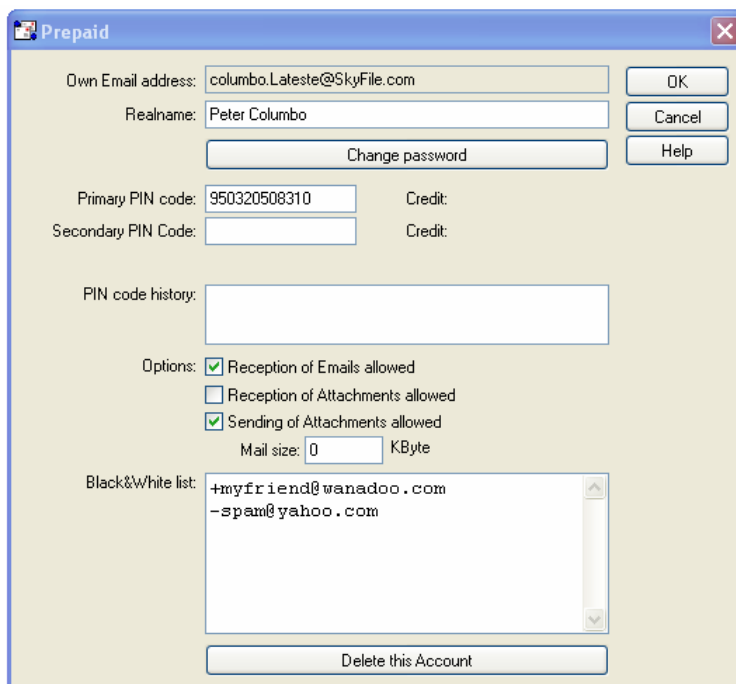

Your password can be changed whenever you want. To prevent misuse of your mailbox (hacking), it is strongly recommended to select a "not-easy-to-find" password. Please avoid your first-name or your name or nick-name.
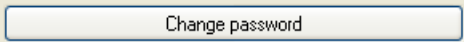
11.2 Prepaid sub-account configuration

The following step is very important for the sub-account users. All options selected in the following step allow the user to secure the usage of SkyFile Mail prepaid service.
Thanks to the configuration menu, you can filter incoming emails and prevent all unwanted incoming emails or unauthorized emails.

All the following parameters can be changed and adapted to the needs of each user. They can be adapted and modified whenever you want.

.
- **Own email address**: This is your personal SkyFile Mail prepaid email address. It must be used together with a Vizada **Universal Card.**

- **Real name**: Please select the name which will be placed before your email address
  For instance: <Peter Columbo> columbo.lateste@SkyFile.com

- **Change password:** Your password has been already created. If you want to modify your password, please select [Change password]

- **Primary PIN code**: please enter a valid **Vizada Universal Card** PIN code

- **Secondary PIN code:** you can enter a second valid **Vizada Universal Card** PIN code. The credit of both cards will be cumulated. In case of long transmission, the transmission-time is decremented from the primary PIN code, followed by time-subtraction on the secondary PIN code. With this function you avoid connection drop-down in case of long incoming and/or outgoing emails.

- **PIN code history:** PIN codes already used are displayed in this field.
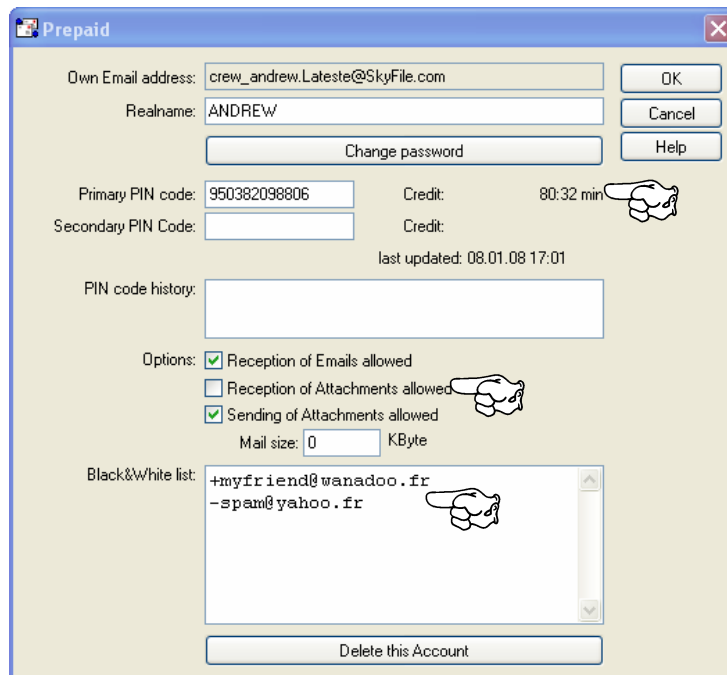
- **Options:**

  - Reception of emails allowed: if selected, you can receive simple emails from the terrestrial side.
  - Reception of attachments allowed: if selected, you can receive simple emails AND attached files from the terrestrial side.
    If this option is disabled, you receive the text of the email only. Files attached are removed. An attached-notification informs that an attached file has been removed.
  - Sending attachments allowed: if selected, you can send attached files to the shore.

- **Mail size** = This parameter determines the maximum volume of **Shore-to-Ship AND Ship-to-Shore** emails and/or attached files accepted.

- **Black & white list =**

  "Black" entries define terrestrial email addresses or just email domains, which are restricted to send messages to the terminal.
  To filter an email-address or a domain-name, please insert it as followed:
  - spam@yahoo.com   or
  - @yahoo.com

  "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.
  To allow an email-address or a domain-name, please insert it as followed:
  + myfriend@wanadoo.fr or
  + @mycompany.us

  Black and white entries/lists can even be mixed.

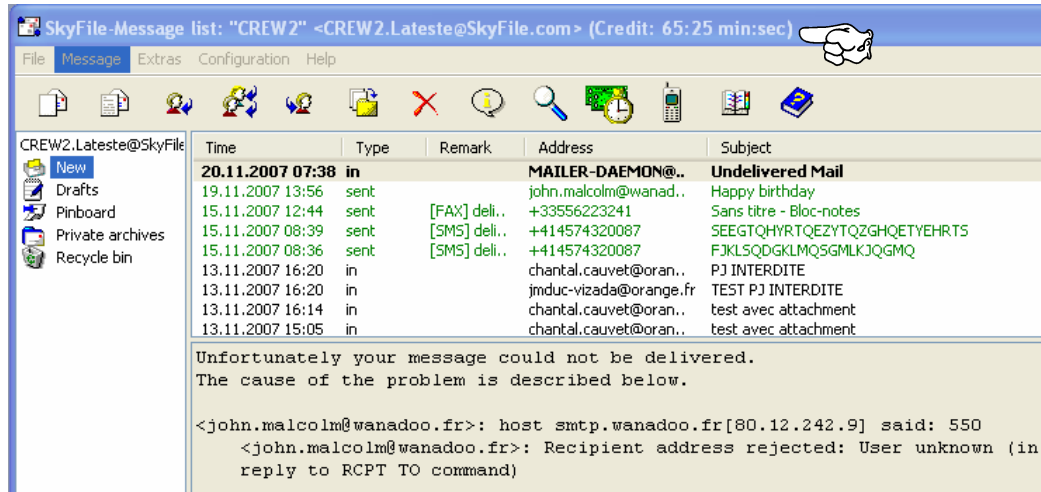Prepaid account example:

Remaining credit: 80:32 minutes

PIN code history

Reception of attachments is disallowed.

Black & white list

## 11.3 Additional information:

Remaining credit is displayed in the top-bar of the SkyFile Mail main screen (Part1)

Remaining credit is the exact credit which was on your Vizada Universal Card at the end of the previous SkyFile Mail dial-in.
Note: if a phone-call has been completed after the last SkyFile Mail dial-In, the displayed credit is inaccurate. The credit-information will be updated during the next prepaid dial-in.

Next dial-in session is indicated in the bottom-bar of SkyFile Mail (Part 5)
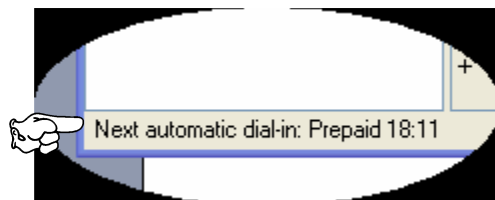
12. Any Questions? Need support?

You can begin using SkyFile Mail immediately after registering as a user through Vizada Customer Care. SkyFile Mail is available in several languages. You can download SkyFile Mail for free from our homepage www.vizada.com or request the software on a CD.

If you have any questions regarding SkyFile Mail, please contact Vizada Customer Care:

Vizada EMEA & Asia
Email: customercare.europe@vizada.com
Phone: +33 (0)5 61 28 89 99
Fax: +33 (0)5 61 28 89 98

Vizada Americas
customercare.us@vizada.com
+1 301 838 7700
+1 301 838 7701