MARLINK
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SkyFile C – Aussaguel C-LES
Email user guide

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1. INTRODUCTION

"SkyFile C" Services enables Inmarsat-C mobile users to send and receive emails as well as GSM-short messages (SMS).

No extra hardware or software is needed on the vessel and either on the shore side.

SkyFile C services are available for the messages going through **Aussaguel** (France) Teleport **ONLY**.

There are three types of usage possible:

1) Unregistered C-terminals: C-terminals can send emails and SMS to any terrestrial email or GSM-mobile worldwide. Shore-to-ship emails will not be charged to the unregistered C-terminal.

2) Registered C-terminals: C-terminals can send AND receive emails as well as SMS to and from all terrestrial emails and GSM-mobiles worldwide. All ship-to-shore and shore-to-ship traffic will be charged to the registered C-terminal. The registration assigns an email-address like myvessel@skyfile-c.com to the C-terminal. **Unwanted messages can be avoided** by choosing the so-called black&white list, subject keyword or message-size limitation.

3) Registered terrestrial email-address: the registered terrestrial email address can send emails to all C-terminals worldwide. The traffic will be charged to the terrestrial email-address user.

Important Note: Sending an email to an Inmarsat C terminal is **not possible** if neither the sender, nor the Inmarsat C is a Marlink registered Inmarsat C customer.

Important Note: for shore to ship email, do not forget to **always use the "Plain Text"** format of your messaging system. Sending emails in "HTML" or "Rich Text" format will be either rejected or will be very expensive for the sender or the recipient.

The following description gives an overview of how to use these three types of communication.

2. FROM AN UNREGISTERED C-TERMINAL

2.1 Sending an email:

The following syntax must be used to send an email from an Inmarsat C. The format must be respected. The parameters must be inserted at the beginning of the text (Inmarsat-C text editor) without any characters before.

TO+ info@charterer.com,question@owner.com	several email-addresses should be inserted. They must be separated by a comma ",". Only the TO+ command is mandatory.

Following ones are optional.

CC+ private@yahoo.com	Carbon Copy
BCC+ friends@free.com	Blind Carbon Copy
CONF+	confirms that the email has been delivered to the Internet
SUBJ+	Subject line

Now you can start the text.

<Text>

The return-address of your email will be for instance 422799267.inmc@skyfile-c.com, thus your C-terminal can always be identified.

2.2 Sending an SMS:

SMS+ 0033688051602
CONF+
<Text of the message>

An SMS can only be sent to one GSM-telephone number
(optional) confirms that the SMS has been delivered to the GSM-network.

A ship-to-shore SMS will amount to the normal charge for an email **plus** one Inmarsat C-segment.

From-Inmarsat C messages must be sent to Marlink Land Earth Station, using the Special Access Code "**28**" over the following LES-Ids

021: AORW	121: AORE	221: POR	321: IOR

2.3 Billing aspects

A message from a non-registered Inmarsat C to the shore-side is billed to the sender (the Inmarsat C IMN)

3. FROM A REGISTERED C-TERMINAL

3.1 Sending an email or SMS FROM the C-terminal

Please, follow the instructions given in chapter 1.1 and 1.2 (see above).

The return address of emails will be the assigned email-address,

e.g. myvessel@skyfile-c.com

3.2 Billing aspects

A message from a registered Inmarsat C to the shore-side is billed to the sender (the Inmarsat C IMN)

3.3 Positive acknowledgment request

From an Inmarsat C, when sending a message, the user can ask for a **Positive Delivery Notification** (PDN). In that case the sender receives a delivery notification when the message is delivered. For an email, the destination of the message is the **SAC 28, the Marlink email gateway**. Therefore, asking a PDN for an email does not make sense.

Prefer the **"CONF+"** option which is a delivery notification at the Internet Service Provider level.

4. SENDING AN EMAIL TO A C-TERMINAL

Important Note: Anyone on the shore-side can send an email to a registered C-Terminal. Because the sender might not be a Marlink subscriber (registered customer), the cost of the message is applied to the Inmarsat C terminal. It is strongly recommended to control the usage of this format to avoid mis usage and unwanted amount of money to pay.

Shore-to-ship emails have to be addressed to the email-address assigned to your C-terminal (e.g. myvessel@skyfile-c.com)

6 different types of addressing can be used alternatively according to your needs.

4.1 Standard:

myvessel@skyfile-c.com

Emails are delivered with a standard format including header (from, date, time, subject) + the text of the message.

4.2 Text:

myvessel.**txt**@skyfile-c.com

Emails are delivered without headers. Only the text is delivered. (Do not forget to sign the message or indicate the origin of the message).

4.3 Telex format:

myvessel.**tlx**@skyfile-c.com

Emails are delivered without headers and in 5bits-telex format.

Emails in telex format will save even more costs, as in 5-bit mode 51 characters instead of 32 will be transferred in one data-segment. Only capital letters, numbers and a limited number of special characters will be transferred.

4.4 Attachment:

myvessel.**dat**@skyfile-c.com

Sending an attachment to an Inmarsat C is possible by using the ".dat" syntax.
The terminal will receive 2 text-messages:

- The first one contains the header, coded in 7bits.
- The second one contains the attachment in 8bits.

4.5 Attachment without leading message:

myvessel.**dan**@skyfile-c.com

Same process as before, without the leading message. Only the attachment in 8bits is transmitted.

4.6 Special characters:

myvessel.**da8**@skyfile-c.com

This special format should be used to send special characters in 8bits.

4.7 Sending an SMS to the C-terminal

Send your SMS with “username: text of the message” in the SMS-message text and send it to the SkyFile SMS gateway number **+491709127629**. In case you want to reply to an SMS received from the vessel, just push “reply”. Entering the username is not necessary as the destination is stored in our SkyFile SMS-gateway.

4.8 Mailbox

Registered Inmarsat C users have the possibility to activate an Inmarsat C mailbox. Then, the email will be stored for 4 days in a customer mailbox, in case it cannot be delivered instantly.
After this duration, the sender of the mail receives a notification that the mail was not delivered. This notification may be not sent if the sender address has not received any mail from any SkyFile account in the past.
The emails are delivered when a ship-to-shore email is sent over SkyFile C server or if a simple “?” is sent to the SAC 28.

To activate SkyFile C mailbox, please contact you reseller or directly Marlink Customer Care.

4.9 Billing aspects

A message/email sent to a C-Terminal by a non-registered user is automatically invoiced to the recipient (the C-IMN). Marlink strongly recommends controlling the communication of the email address of the vessel.

5. FROM REGISTERED TERRESTRIAL EMAIL ADDRESS:

Sending mails from the Internet to Inmarsat C.

Emails to any C-terminal worldwide can be sent by using the address:

"C-IMN.xxx@skyfile-c.com"

7 different formats of addressing can be used alternatively according to your needs.

5.1 Standard format:

422799267.**inmc**@skyfile-c.com or 422799267@skyfile-c.com

Emails are delivered with a standard format including header (from, date, time, subject) + the text of your message.

For instance:

Marlink Services
Bytes: 196
From: "Service Desk" <servicedesk@marlink.com>
Subject: message example
Date: Thu, 21 Mar 2016 12:44:34 +0100 (MEZ)
This is a message for demonstrating Inmarsat C.
Regards, Marlink services

5.2 Text:

422799267.**txt**@skyfile-c.com

Emails are delivered without headers. Only the text is delivered. (Do not forget to sign your message or indicate the origin of the message).

5.3 Telex:

422799267.**tlx**@skyfile-c.com

Emails are delivered without headers and in 5bits-telex format.

Emails in telex format will save even more costs, as in 5-bit mode 51 characters instead of 32 will be transferred in one data-segment. Only capital letters, numbers and a limited number of special characters will be transferred.

5.4 Attachment:

422799267.**dat**@skyfile-c.com

Sending an attachment to an Inmarsat C is possible by using the ".dat" syntax.
The terminal will receive 2 text-messages:

- The first one contains the header, coded in 7bits.
- The second one contains the attachment in 8bits.

5.5 Attachment without leading message:

422799267.**dan**@skyfile-c.com

Same process as before, without the leading message. Only the attachment in 8bits is transmitted.

5.6 Special characters:

422799267.**da8**@skyfile-c.com

This special format should be used to send special characters in 8bits.

Here is an example of how an email with attachment is received on the terminal:

Leading message:

Marlink Services
Bytes: 236
From: "Marlink Service Desk" <servicedesk@Marlink.com>
Subject: test
Date: Fri, 30 Jun 2019 14:20:09 +0200

This is a test message
Marlink Services Team
Attachments
05042703.grb.gz (195 Bytes)

Attachment :

‹4oB ——————————20050427064118.grb sòtb¨`cd`□aeý□@1"□‹•Eš□□Q…———— DÁ¤Ã□v œåÃ□<§□¡o

)nÑÌ————————————`Û———————————————————————————————— h«ðü

The attachment cannot be read directly from the terminal itself. It is necessary to rename the file and add the correct extension.

Depending of the software used on-board, you need to retrieve the message in the folder where it has been stored. If you use a Thrane&Thrane terminal, the reception folder is situated under C:\program files\Easymail\inbox.

Select the 8bits message and rename it with the extension mentioned in the leading-message. In our example, the attachment should be renamed “meteo.bz2”.

Double-click on the renamed-message. The appropriate software is automatically opened and the attachment immediately readable.

5.7 Short Header:

422799267.**xs7**@skyfile-c.com

Emails are transmitted with a short header like:

Thu, 21 Mar 2016 12:44:34 +0100

From: "*Customercare"* < *customercare@marlink.com* >

This is a message for demonstrating Inmarsat C.
Regards, Marlink Services

5.8 Billing aspects

A message/email sent to an Inmarsat C from a registered Inmarsat C user can be invoiced to the sender or to the recipient. The billing is based on the format of the address you will be using.

- As a registered Inmarsat C user, the message is invoiced to the sender (shore-side) if the format of the destination address is imn@skyfile-c.com (e.g. 422799268.txt@skyfile-c.com)
- As a registered Inmarsat C user, the message is invoiced to the recipient (IMN) if the format of the destination address is myvessel@skyfile-c.com

6. DELIVERY NOTIFICATION

The Internet sender will get a delivery confirmation if the appropriate database flag is enabled:

6.1 Positive delivery confirmation:

Subject: Mail to [IMN Inmarsat C] ok

MAIL "[Email address]" "[subject]" DELIVERED AT "[IMN INMARSAT-C] #REF[INMC REF NUMBER]",
DELIVERY DATE : [mm/dd/yy hh:mm], MESSAGE SIZE:[size]

Example:

MAIL "412356789.TLX" "message example" DELIVERED AT "412356789 #REF:745313",
DELIVERY DATE : 11/14/03 11:36, MESSAGE SIZE:196

6.2 Negative delivery confirmation:

Subject: Mail to [IMN Inmarsat C] failed

MAIL "[Email address]" "[subject]" NOT DELIVERED [failure cause as detailed as possible]

Example:

MAIL "412356789.TLX" "message example" NOT DELIVERED
ERROR DURING TRANSMISSION TO LES

6.3 LES Non Delivery Notification causes

- Dest Disconn
- No conn Possible
- Barred

7. HOW TO SEND AN EMAIL FROM:

Important note: because the name of the service provider (Today Marlink) has changed several times, and because the update of the Inmarsat C software is not done over the air, you might find several names defining Marlink and Aussaguel Land Earth Station:

- France Telecom
- FTMSC
- Aussaguel
- Vizada
- Marlink
- FT SkyFile C

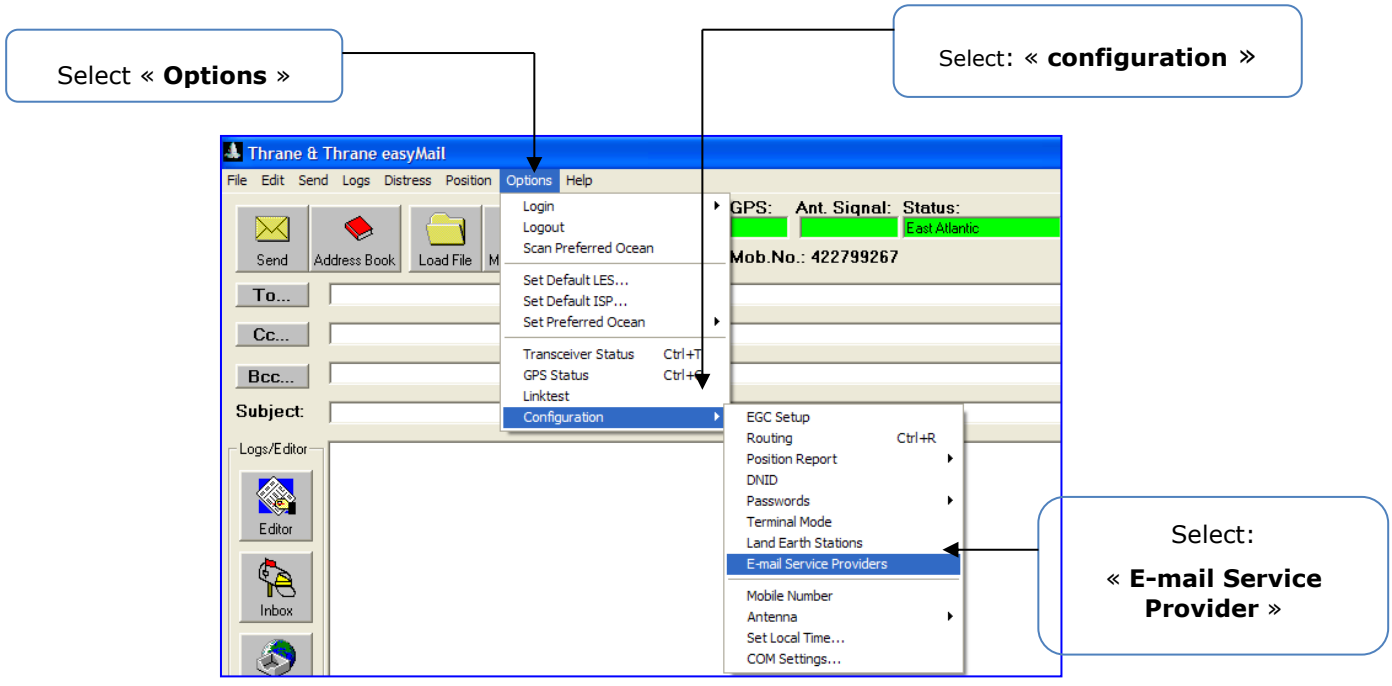
7.1 T&T Easymail C-terminal ?

Before sending an email over Marlink LES, it is necessary to configure Easymail software.

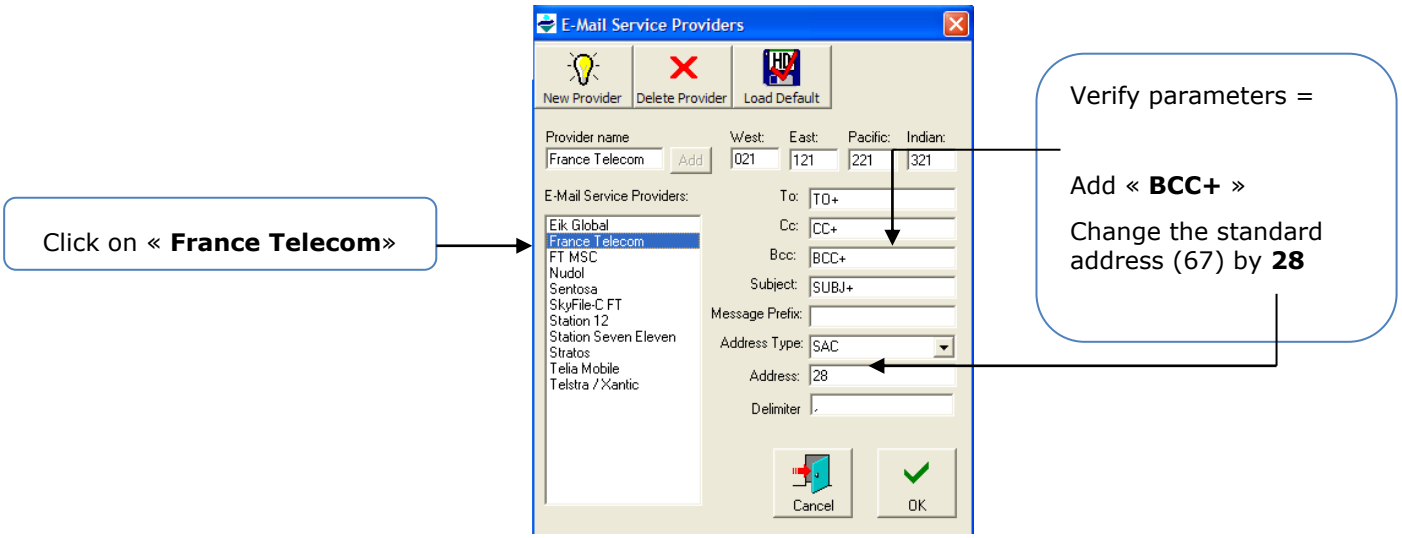
Please double-check the 3 following menus:

- **E-mail Service Providers**
- **Default LES**
- **Default ISP**

7.1.1 E-mail Service Provider

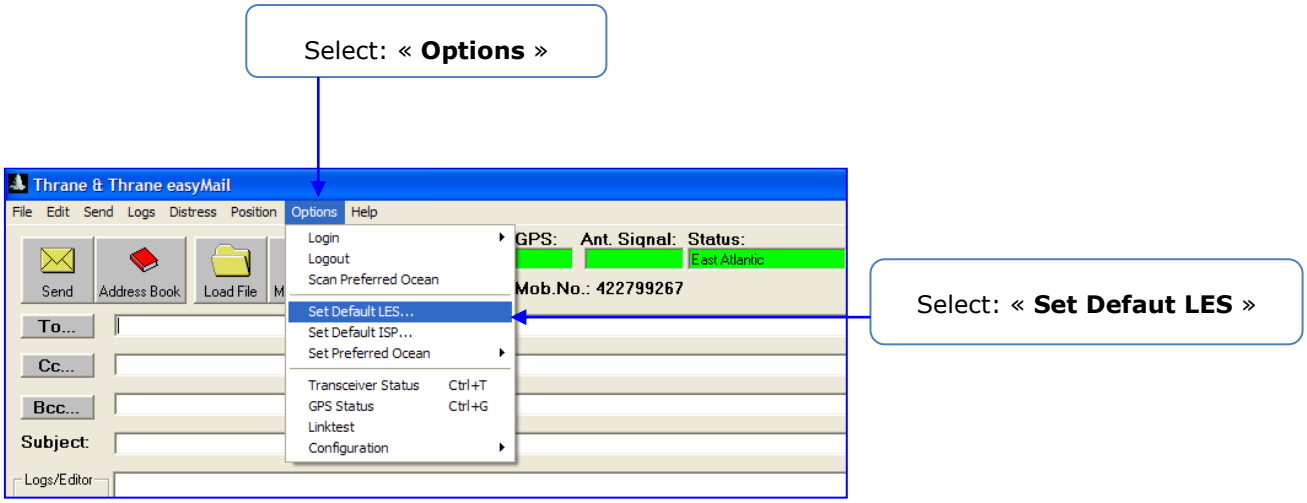


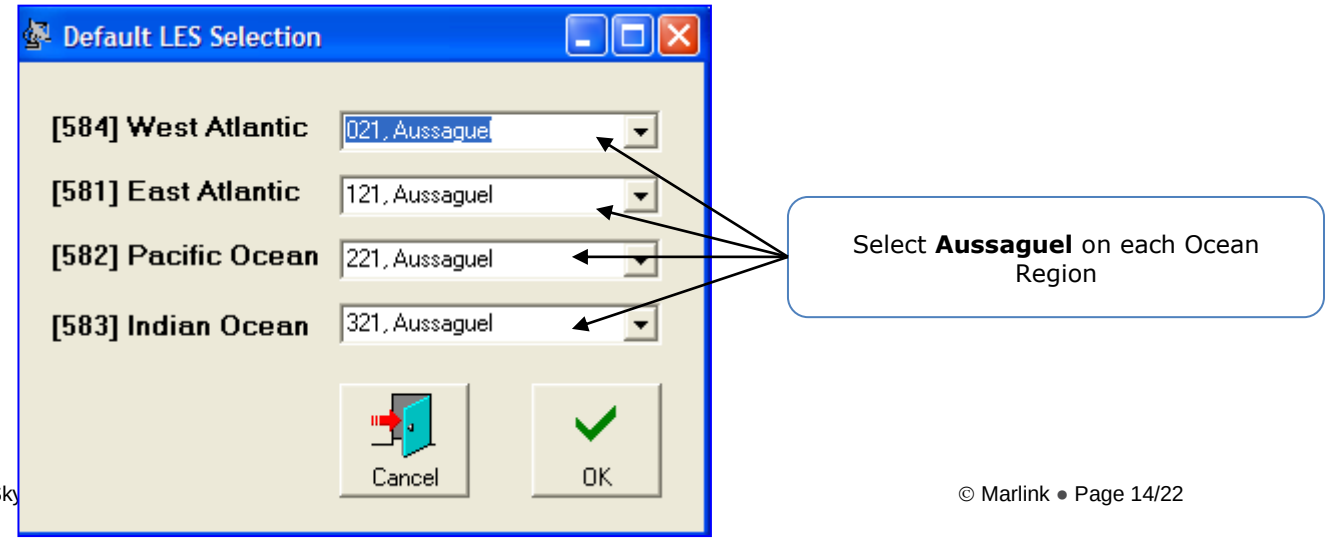
Note: If you use **EasyMail V1.11** or anterior the following modifications must be applied



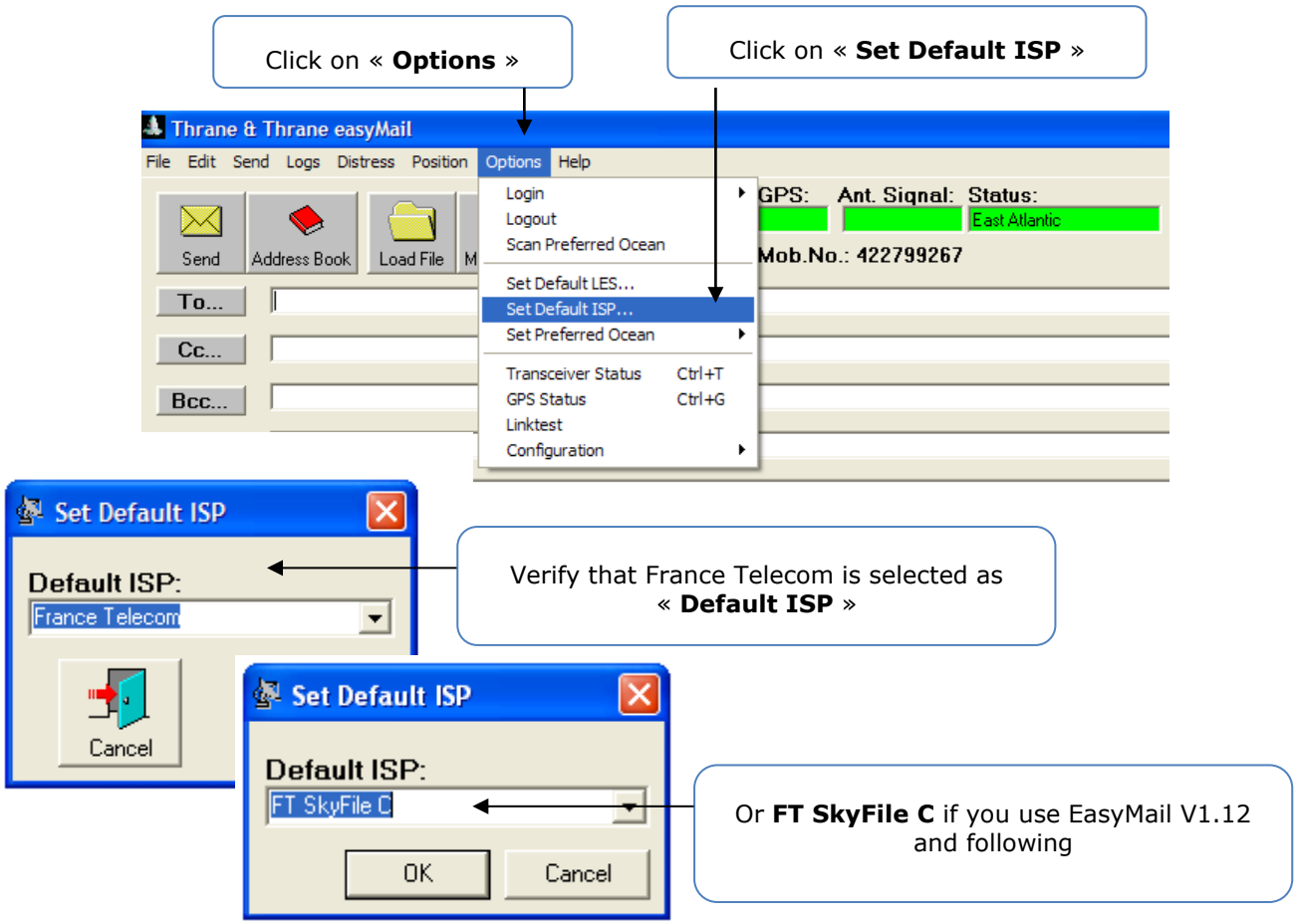
If you use **Easymail V1.12** and following, please select “FT SkyFile-C”. All parameters have been updated.

7.1.2 Set default LES





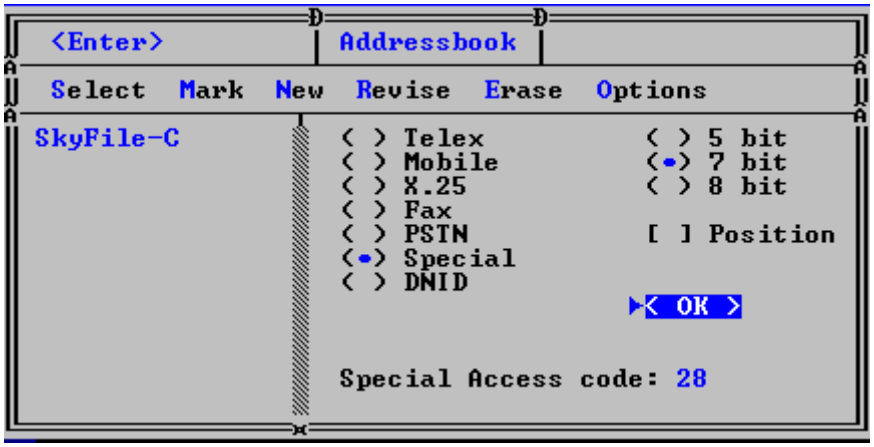
7.1.3 Set default ISP



7.2 T&T CapSat C-Terminal ?

7.2.1 Create a new Special Access Code

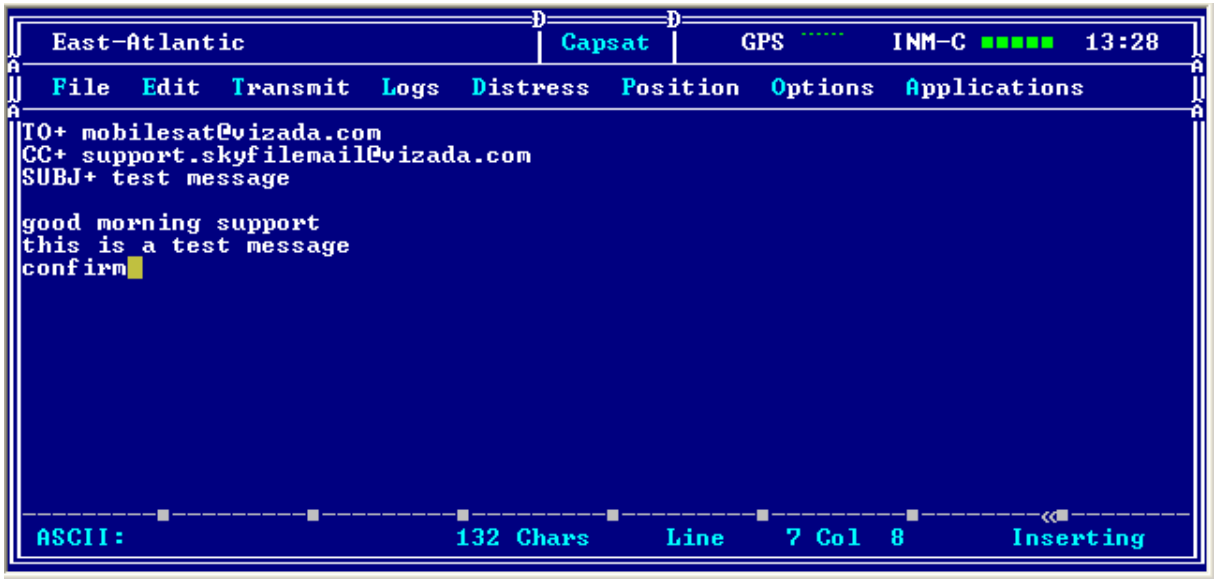
1) Please press F3 on your keyboard to open your address book
2) Select “New”
3) Select an Alias (e.g. “SkyFile-C”)
4) Select “Special” or “Special Access Code” or “SAC” (depending of Capsat version)
5) Select “5bit” or “7bit”
6) Enter “28” in “Special Access Code” field
7) Validate by “OK”



7.2.2 Sending an email

Prepare you message within the text editor. On the first line insert the destination address (several addresses could be inserted). They could be followed by CC+, BCC+, SUBJ+ and/or CONF+. Except TO+, all other parameters are optional.

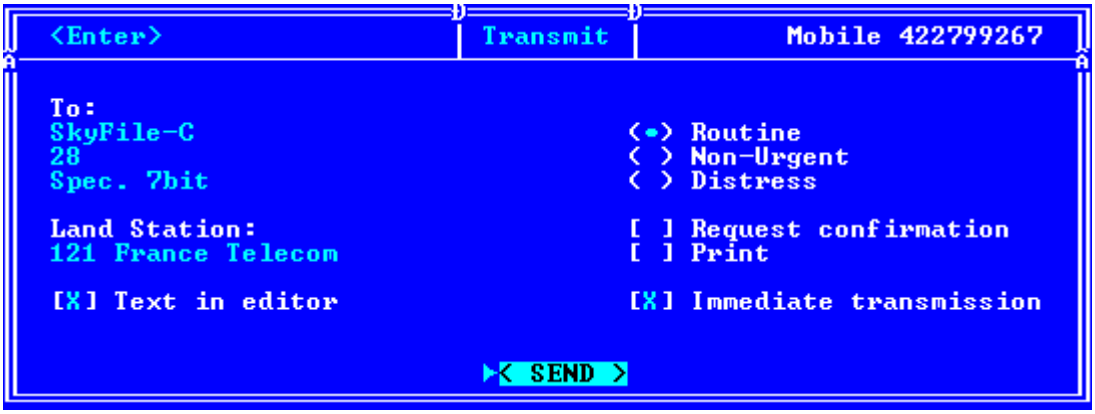
When your message is reading please select “Transmit”.



7.2.3 Select Marlink LES

Before sending your email, please verify all parameters:

- Alias: SkyFile-C
- Special Access Code: 28
- Format: 7bit
- LES: Aussaguel or France Telecom



7.3 Furuno C-terminal?

7.3.1 LES and SAC configuration

To send an e-mail from a c-unit Furuno, please select **Marlink Services LES.**

a/ Select "**System**" menu and choose "**Station List**"

b/ Enter "**Name**" Marlink Services, "**Type**" SPEC, "**Station ID**" **28**, "**Remarks**" blank

c/ You will need one address book entry per Ocean Region

For Atlantic Ocean Region west	select **021**
For Atlantic Ocean Region East	select **121**
For Pacific Ocean Region	select **221**
For Indian Ocean Region	select **321**

How to send a message?

d/ Choose "**Editor**" screen from the "**File**" menu

e/ Enter email address on the first line as shown below. Please start your message on the next line

f/ Choose "**Send**" from the "**Send / Rec**" menu

g/ From "**Send message**" screen, choose "**Priority**" Normal, "**Message File**", Message now being edited, "**Station Name**" Marlink, "**LES ID**" as per table above, "**Confirmation**" optional.

7.3.2 E-mail addresses format

As per step 5 above, type the e-mail address on the first line in this format:

TO+ receivername@domainname.com

Example: TO+ servicedesk@marlink.com

For multiple addresses, please use CC+

Example: TO+ servicedesk@marlink.com
CC+ myfriend@yahoo.com
CC+ mysister@free.com

For a complete End-to-End confirmation please use CONF+

Example: TO+ servicedesk@marlink.com
CONF+

For subject, please use SUBJ+

Example: TO+ servicedesk@marlink.com
SUBJ+ this is a test message

For SMS, please use SMS+

Example: SMS+ +33688056789

7.4 JRC C-Terminal?

7.4.1 LES and SAC configuration

To send an e-mail from a c-unit **JRC**, please select Marlink LES.

- From the Edit option of the main menu, choose edit ASCII file
- Type a file name for your message
- Type the destination address on the very first line of your message as shown below.
- Type your message starting on the next line, Then choose Transmit (F6)
- Select Special Access Network and enter Special Access Code **28**
- Select Position Off, Character Code Data, Confirmation Optional
- Choose the appropriate LES from the table below, then F1 to send your message

For Atlantic Ocean Region West	select **021**
For Atlantic Ocean Region East	select **121**
For Pacific Ocean Region	select **221**
For Indian Ocean Region	select **321**

7.4.2 How to send a message?

As per step 5 above, type the e-mail address on the first line in this format:

TO+ receivername@domainname.com

Example: TO+ servicedesk@marlink.com

For multiple addresses, please use CC+

Example: TO+ servicedesk@marlink.com
CC+ myfriend@yahoo.com
CC+ mysister@free.com

For a confirmation please use CONF+ (positive acknowledgement indicates that email address format is valid and that e-mail domain name is existing)

Example: TO+ servicedesk@marlink.com
CONF+

For subject, please use SUBJ+

Example: TO+ servicedesk@marlink.com
SUBJ+ this is a test message

For SMS, please use SMS+

Example: SMS+ +33688056789

8. NEED SUPPORT?

If you have any questions, please contact your Key Account Manager or Marlink Customer Care:

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