



PageMate® Messaging for MOTOTRBO™ Digital Two-Way Radios

PageMate Automated Messenger provides support for text messaging to MOTOTRBO two-way radios from site-specific applications and interactive users located anywhere in a plant or facility local area network

PageMate has been providing robust and reliable electronic messaging service for dispatch, SCADA, and industrial and commercial automation systems for many years. From its inception, PageMate has provided unique capabilities to support electronic text messaging both from interactive dispatch operators and from computer-based systems that can impose variable and unpredictable demands in message volume. PageMate's client-server architecture and unique multi-threaded message queuing services meet the test of providing robust and reliable messaging to any mix of pagers, digital telephones, in-plant radio and paging systems and other portable messaging devices from heterogeneous networks of Windows, UNIX, Linux and OpenVMS systems.

MOTOTRBO is a professional two-way radio system that supports mobile and portable radios transmitting both voice and data using TDMA (Time-Division Multiple Access) digital technology over 12.5 kHz narrowband-compliant frequencies. Two-way digital radio is quickly replacing analog for a variety of reasons, including improved voice quality, better range and privacy, regulatory demands and ease of integration with SCADA, plant automation and other digital data systems.

MOTOTRBO radios, commonly used in plant automation, emergency response, and similar municipal and industrial dispatch environments, support both voice and text messaging. PageMate Automated Messenger, Version 3.3 and later, provides support for text message dispatch to MOTOTRBO radios from interactive computer users, automated monitoring and supervisory control applications, scripts, command procedures and electronic mail distributed throughout a plant local area network. Message tracking, self-monitoring, automated fail-over and audit trail provide secure delivery with detail trace and historical reporting.

Among the most popular features supported by PageMate Automated Messenger are:

- ✓ capabilities to accept messages via application program calls, scripts and command procedures, native graphic user interfaces, web browser forms, electronic mail and IP sockets;
- ✓ capabilities to accept and reliably dispatch messages in any volume, tracking status and maintaining audit trail for each message to each recipient;
- ✓ support for simultaneous dispatch of messages to any mix of in-plant radios, pagers, cell phones, voice telephones and public address systems;
- ✓ support for two-way or round-trip messaging with options for message tracking and automatic escalation;
- ✓ capabilities to associate messages on the basis of trouble ticket, case or alarm number, providing both subscribers and management with options to display and review related messages and activity; and
- ✓ self-monitoring, tracking and audit trail to help manage messaging resources and quickly identify any problems that might arise with message delivery services.

PageMate can dispatch messages to individual radios, to MOTOTRBO groups, and to groups locally defined within PageMate Server. Messages can be addressed to radio IDs, alias names and PageMate-specific catalog names. The software supports message forwarding, message copy and multiple destinations per subscriber.

PageMate protocol converters, called gateway connectors, can accept messages encoded in a dispatch protocol like TAP or SNPP and convert them to MTMP for delivery to MOTOTRBO radios or process them for rebroadcast over the air to cell phones via SMS. So if you have a call center or dispatch system that sends messages in SNPP (Simple Network Paging Protocol), PageMate can function as a gateway, accepting those messages and converting them for delivery to any combination of in-plant radios, cell phones, PDAs, electronic mail or public address systems.

The latest PageMate software builds and distributions, updates, documentation, application notes and product news, together with technical support resources, can be found on Systemetrics' web site at <http://www.system.com>. Systemetrics welcomes and encourages your questions, feedback and suggestions about our software, documentation, services and support. You are invited to call us with personal suggestions or send e-mail to support@system.com.

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153 Lexington Avenue
Cambridge, MA 02138 USA
Phone 617.868.8308
<http://www.system.com>