



PageMate® V3.3 for Zetron Paging Terminals

PageMate has long been the paging engine of choice for use with emergency dispatch and in-plant paging systems. PageMate Version 3.3 provides a broad range of capabilities for operation with Zetron Paging Terminals.

PageMate has been providing robust and reliable electronic messaging service for emergency dispatch, plant automation and network monitoring systems for many years. From its inception, PageMate has provided unique capabilities to support electronic message dispatch in conjunction with 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 pagers, digital telephones, in-plant radio and paging systems and other portable messaging devices from networks of Windows systems.

Among the most popular features supported by PageMate V3.3 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 on any mix of up to ten channels, including both RS232 serial lines and IP sockets to Zetron Paging Terminals, modem connections to the switched telephone network, socket connections to local area networks and to the public Internet, SMS over-the-air dispatch to cell phones, electronic mail and in-plant radio and public address systems;
- ✓ support for message delivery to a wide variety of devices via TAP, PET, WCTP, SMS, DTMF, SNPP, TNPP, GCP, SMFC and other protocols, both public and private, in worldwide markets;
- ✓ 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

- ✓ message tracking and audit trail to help manage messaging resources and quickly identify any problems that might arise with message delivery services.

The techniques and technologies used to provide these services in PageMate Version 3 are described in detail in documents available from Systemetrics' web site at <http://www.system.com>. In this brief white paper, we would like to describe some of the services and configuration options for PageMate Version 3.3 that are unique to operation with Zetron Paging Terminals.

For the purpose of discussing PageMate services and configuration options, the first thing we need to do is explain that PageMate is a catalog-based messaging system. A PageMate Server maintains a catalog of subscribers, groups, profiles and networks. Networks are electronic messaging services. Networks may be public services like Verizon or AT&T, or they may be private, in-plant paging systems like Zetron 2000 Series, Model 600/620, Model 640 and Model 16. A PageMate Server may connect to a network via a direct serial line, a local area network, the switched telephone network, or the public Internet. PageMate provides simultaneous support for an unlimited number of networks, public or private, in any mix or combination.

Subscribers are people who either submit messages to or receive messages from PageMate. Subscribers are identified by names in the PageMate catalog. Subscribers may (or may not) have pagers, cell phones, landline phones and e-mail addresses through which they can receive messages from PageMate. Groups are lists or collections of subscribers, aggregated for the purpose of convenience in delivering a single message to more than one subscriber. Profiles are data structures that can be used to direct PageMate to deliver messages in special ways, providing support for two-way messaging, automatic escalation, or using text-to-speech to speak messages in English over telephone, public address and plant radio systems.

PageMate catalogs provide convenience in a variety of ways. They allow you to address messages to subscribers without necessarily knowing or specifying how a message will be delivered, without knowing a capcode, PIN or pager number, without knowing a cell phone number or an e-mail address. They allow you to address a message to a group without specifying the members of the group. They allow you to track message delivery, support two-way messaging, and associate related messages on the basis of trouble ticket, case or alarm number. Catalogs provide these conveniences, but you don't have to use them.

If you know a pager's capcode, PIN or pager number and want to send a message directly to the pager or device associated with that number, PageMate will support that kind of direct access, as well. It is not necessary for the pager or device to be listed in the PageMate catalog. You can also have it both ways. If Sam Smith carries a pager with PIN 1234 on a Zetron 2200 and he is listed in the PageMate catalog under the name Sam_Smith, you can send a message to him addressed either to 1234 or to Sam_Smith.

We mentioned before that PageMate provides support for simultaneous dispatch of messages on any mix of up to ten channels, including serial line or network connections to Zetron Paging Terminals. A consequence of this feature that might not have been obvious, but we think you will find is unique to PageMate, is that this means you can be simultaneously dispatching messages on up to ten channels to a single Zetron terminal. The advantages in terms of supporting peak message volume, as well as providing support for automatic fail-over, should be clear. The last thing you want in times of peak demand are bottlenecks in the message pipeline or failure of your one and only line into the Zetron.

Another feature that is relevant to operation with Zetron, and one we again think you will find to be unique to PageMate, is support for message forwarding from an SNPP message source to a Zetron Paging Terminal. By an SNPP message source we mean any call center or dispatch system that generates or sends messages in SNPP (Simple Network Paging Protocol) format. If you want to interface such a system to a Zetron 2000 Series Paging Terminal, for example, PageMate can function as a gateway, accepting messages via IP sockets in SNPP and delivering them to your Zetron paging terminal via TAP. The same messages can, of course, either in addition or alternatively, be submitted by PageMate to any combination of other networks for delivery to cell phones, PDAs, electronic mail, public address or plant radio systems.

Much of the functionality that we have described here for PageMate operation with Zetron is specific to the PageMate Automated Messenger (PAM) Server variant of PageMate. Options for PAM Server include Voice Connector, Electronic Mail Connector, and Web Connector. Each connector provides support for electronic messaging in conjunction with a particular technology or message delivery medium.

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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