



# **PageMate® V3.3-1 Release Notes**

## **Wireless Modems**

The functional difference between V3.3-0 and V3.3-1 is new support in PageMate Automated Messenger Server for wireless modems and SMS protocol. There are no differences in PageMate Client or PageMate Classic Server in comparison to V3.3-0 at the time of release.

PageMate Automated Messenger Server V3.3-1 provides new capabilities to use wireless modems to submit text messages over the air to commercial paging systems and services that will accomplish re-broadcast of those messages via SMS to cell phones and other portable message display devices that support SMS. For purposes of text messaging, a wireless modem is functionally equivalent to a cellular telephone. A wireless modem has a phone number and must be provisioned to operate on the broadcast network of a specific commercial carrier.

A wireless modem is a device that you own that connects to your PageMate Automated Messenger server via sockets on your local area network. You can use up to ten wireless modems with a PageMate server. When PageMate dispatches a text message via a wireless modem, the message is transmitted over the air via SMS from your facility to the commercial service with which your modem is provisioned. Your cellular service provider receives and redirects the message for SMS broadcast to a cell phone or functionally equivalent device which may be on the same or any other commercial network. The message is processed by the cellular network as a mobile-to-mobile SMS text message.

For purposes of text messaging, a wireless modem is functionally equivalent to an analog data modem on the switched telephone network. A wireless modem provides an outbound-only data path for text messages from your PageMate server to a broadcast service provider. It accomplishes message delivery with performance comparable to IP sockets without exposing your PageMate server to the public Internet. Depending upon your requirements and objectives for text messaging, you might elect to use wireless modems as either a primary or a secondary means of message delivery. That's the good news.

Characteristics of wireless modems that might deter you from using them include:

- ✓ In comparison to using IP sockets on the public Internet, using wireless modems requires investing in and maintaining additional hardware. Setup

procedures for a wireless modem include both configuring the modem with a static IP address suitable for operation on your internal local area network and provisioning the modem with a cellular service provider.

- ✓ In comparison to using IP sockets on the public Internet, wireless modems can accomplish message delivery with performance comparable to IP sockets for individual messages (*e.g.*, 1 to 2 seconds per message), but messages submitted via wireless modems are not eligible for batching and do not achieve the higher performance advantages of message batching in PageMate (*e.g.*, 5 or more messages per second).
- ✓ Wireless modems are useful for sending messages for delivery via SMS only. No other protocols are supported.
- ✓ The operation of wireless modems is sensitive to physical placement within your facility. A wireless modem is subject to the same limitations in reception and broadcast as any other cell phone.
- ✓ As with any cell phone, the operation of a wireless modem is sensitive to the transmission characteristics and constraints of the cellular network service provider with which it is provisioned.

PageMate supports only specific MultiTech wireless modems in the MTCBA rCell family. MTCBA rCell wireless modems are available in variants for North America, Europe, Great Britain, Ireland and Global markets. The variant and specific model that you need may vary based both on your geographic location and on the commercial carrier with which you plan to provision the modem. If you plan to use wireless modems with your PageMate Automated Messenger server, you should consult with PageMate Technical Support and with your cellular service provider before purchasing a modem.

MultiTech wireless modems for worldwide markets may be purchased directly from MultiTech in the United States, from any MultiTech reseller in your country, or from Systemetrics. Cellular broadcast service providers in North America do not sell wireless modems.



## ***SMS\_POOL Registry Key***

PageMate serves messages to wireless modems via IP sockets on your local area network. In terms of the functionality that they provide for message dispatch, wireless modems are equivalent to conventional analog modems on the switched telephone network. The way PageMate dispatches messages to analog modems on the switched telephone network is different, however, from the way it dispatches messages to socket-based networks.

Most socket-based networks are unique services. Through an IP connection on the public Internet, PageMate can serve messages to only one specific carrier (*e.g.*, Verizon or T-Mobile, or Sprint/Nextel). An analog modem on the switched telephone network, however, can connect to any carrier or service. A new site-specific option in V3.3-1 allows you to specify how you want PageMate to dispatch messages to wireless modems.

SMS\_POOL is a new Registry key that affects how SMS messages are dispatched when multiple SMS wireless modems are available. When SMS\_POOL is FALSE, as it is by default, messages will be assigned and served to SMS networks in the same way they are assigned and served to all other socket-based networks. When SMS\_POOL is TRUE, all SMS wireless modems in the configuration will be treated as a single, pooled resource, making any available wireless modem eligible to serve any SMS message.

## ***Updates Carried Forward***

PageMate V3.3-1 carries forward all changes and updates introduced in V3.3-0 as of 20 January 2014, including changes in the PageMate Web Connector that provide new CSS code and support for native mode operation with Internet Explorer 10 and later.