



PageMate® Version 3

PageMate is an electronic messenger that provides capabilities for paging, electronic mail, alphanumeric display and voice delivery of time-critical messages

PageMate has evolved since 1984 from a utility for electronic paging to an integrated messaging application that now provides capabilities to track and deliver messages using a wide variety of media and technologies. This product data sheet describes the evolution of PageMate software through three generations of electronic messaging for personal portable display devices.

In the mid-1980's, paging was confined to sending short numeric messages to devices commonly called "beepers". We think of this as being the first generation of electronic messaging to portable display devices.

In the 1990's, the second generation of electronic messaging extended paging capabilities to include support for alphanumeric messages. Users were freed from the burden of being forced to try to interpret short, cryptic numeric messages. PageMate Version 2, introduced in 1993, provided early support for users and applications that required robust and reliable messaging to the new breed of alphanumeric pagers. By the end of the decade, PageMate's support for alphanumeric messaging had been extended to include client-server implementations with an interface to electronic mail and multi-threaded message queuing services in heterogeneous networks.

From its inception, PageMate has provided unique capabilities to support messaging from other computer processes, including help desk, dispatch, emergency response, process control and SCADA applications that can impose variable and unpredictable demands in message volume. PageMate's client-server architecture, support for automatic server fail-over, and administrative capabilities for auditing and resource management have long made it the solution of choice for electronic messaging in mission-critical applications.

The dawn of the 21st century was marked by explosive growth and popularity of the Internet. The electronics industry responded with the development of new technologies for electronic messaging and digital communications, and PageMate responded with a new software version featuring a wide variety of new features and functionality.

An overview of some of the new functionality in PageMate Version 3 is provided in paragraphs immediately below.

- ❑ PageMate Version 3 provides options for message delivery using an expanded variety of media and technologies. The software supports both one-way and two-way messaging to pagers, and new support for short message service added SMS cellular telephones to the list of portable devices to which PageMate can serve messages. Support for a telephony interface with speech synthesis (text-to-speech) means that PageMate can also now deliver messages spoken in English. In addition to calling a recipient to deliver a message, PageMate can receive inbound calls from subscribers, read messages to them in English, and accept responses. New support in PageMate for Motorola MOTOTRBO radios now extends coverage for text messaging to in-plant radios traditionally used for two-way voice communications.
- ❑ PageMate Version 3 provides new capabilities for message tracking, response and automatic escalation. A major initiative that began with PageMate V3 is providing support for “closed loop” or “round trip” messaging. The software automatically tracks messages that are optionally marked as requiring response. Recipients can either positively acknowledge (accept or confirm) or negatively acknowledge (reject or refuse) individual messages. Messages that are negatively acknowledged or for which no response is received within a specified time-out interval can be automatically escalated.
- ❑ In addition to traditional support for messaging addressed directly to individual and group recipients, PageMate Version 3 provides new support for messaging addressed to profiles. A PageMate profile is a data structure that can automatically determine how a message should be routed for delivery. A profile can route a message to different recipients, or use different technologies for delivery, based on things like the time of day, day of the week, content of the message, or any site or application-specific parameter that you specify.
- ❑ Many of the new features and functionality in PageMate Version 3 were so fundamental that they required a completely new implementation of PageMate Server. PageMate Version 3 continues support for one-way messaging limited to TAP, PET, DTMF and SMTP in a server variant now called PageMate Classic Server, while two-way messaging, new protocol support and most other new functionality depend on a server implementation known as PageMate Automated Messenger (PAM) Server. In addition to other expanded functionality described here, PAM Server supports a much wider variety of messaging protocols, including TAP, PET, DTMF, SMTP, WCTP, SNPP, TNPP, SMPP, SMS, MTMP, SMGP, GCP, SMFC and BCOM.
- ❑ Improved statistics reporting capabilities was a goal for PageMate Version 3. Tracking success and failure rates of message delivery can help to ensure optimum utilization of resources and serve as an early warning of problems. PageMate Automated Messenger Server Version 3 provides capabilities to report message statistics on a variety of bases, including tabulations by network, subscriber and modem, port or device names.

- Finally, and far from least, a new web interface was implemented for PageMate Automated Messenger Server Version 3 to provide access to PageMate services from any system that supports a web browser. The PageMate Web Connector, an option for PageMate Automated Messenger Server, provides functionality similar to that available in both PageMate Client and PageMate Administrator native graphic user interfaces (GUIs). The Web Connector addresses several needs of PageMate users in corporate environments. It provides an option to let PageMate users manage their own catalog records, and, with appropriate authority, create and manage catalog records for others. The scope of a user's authority can be limited, for example, to read-only access, modify access to owned records, create/modify/delete access to owned records, or create/modify/delete access to all records. Users who have operator or administrator authority can also send and receive messages on behalf of others. Users who have administrator authority can gain access to the full functionality of PageMate Administrator through a web interface from any system in the corporate network environment. Perhaps best of all, none of this functionality requires installation of any PageMate or other application-specific software on a client system.

PageMate software can be configured to support a wide variety of requirements, serving applications as simple as paging from a standalone system, or as complex as delivery of mission-critical messages in international corporate networks. A choice of servers and a variety of optional connectors allow PageMate configurations to be tailored for site-specific applications. Multi-threaded message queuing services with message tracking and audit trail are provided in all PageMate configurations. For mission-critical applications, the software can be configured to provide support for programmed message delivery, delivery confirmation, interactive voice response, automatic escalation, error notification and recovery, and redundant servers with automatic fail-over.

The latest PageMate software builds and distributions, updates, documentation, application notes and product news, together with technical support resources, can be found on the PageMate product web site at <http://www.pagemate.com>. Systemetrics welcomes and encourages your 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@pagemate.com.

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