



Do More with MESSAGEmanager

# MESSAGEmanager SMS, Outlook and Exchange

MESSAGEmanager integrates SMS into Outlook and Exchange enabling users to send and receive text messages to GSM mobile phones and TDMA pagers from the Outlook Desktop.

## How it Works

The Outlook client provides the user interface and facilities to create, send and receive messages.

MESSAGEmanager Exchange Gateway routes messages to the Server.

The Server is responsible for media processing, message routing, file conversions, call scheduling, transmission and reception, retries, security and logging.

Access to the networks is provided by:

- GSM modem via Serial Port - 1 message every 7 seconds.
- SMPP connection to carrier SMS switch - up to 100 messages persecond.

**Diallogic**  
Application Partner  
*Innovator*

**Microsoft**  
GOLD CERTIFIED  
Partner

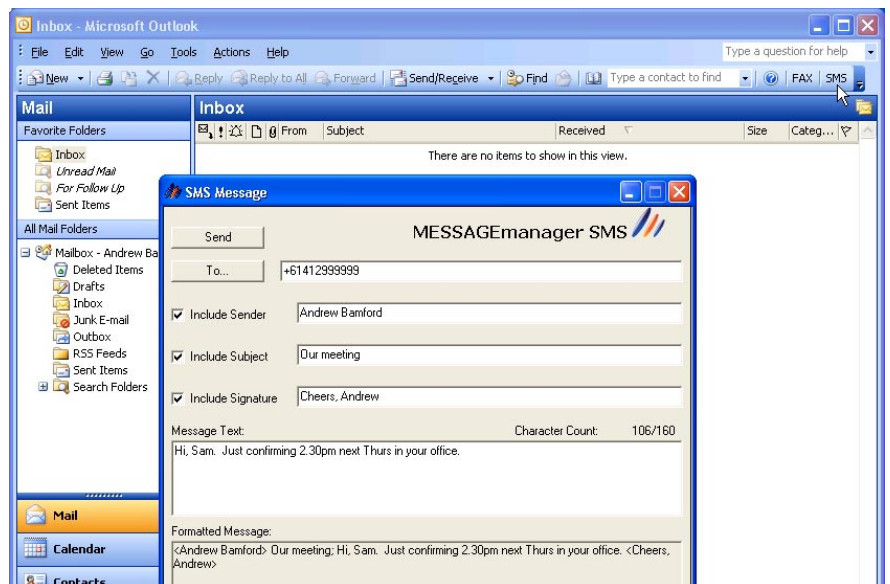


## Sending Text Messages

Sending an SMS message is easy - just click on the SMS button on the Outlook toolbar and you are presented with a user-friendly customised SMS Add-In.

Enter an adhoc address or press the To... button to display Outlook Contacts with a mobile phone number. Messages can be sent to one address or broadcast to a distribution list.

You can include Sender, Subject and Signature fields in the message. The Signature Field can be used to include a mobile phone number for replies. As the message is created the user can display how the message will appear to the recipient, in the Formatted Message text box.



Mobile phones can receive a maximum of 160 characters; MESSAGEmanager will truncate messages longer than 160 characters, or batch into separate messages.

## Receiving Text Messages

Received messages are stored in the MESSAGEmanager receive database; details include the number dialed by the sender, the sender's phone number, date and time received, channel number and the text file attachment with SMS message contents.

SMPP service provides offer multiple MSISDNs, i.e. phone numbers which can be used to redirect inbound SMS messages to user's inbox or applications.

Messages sent via SMS providers can be redirected back to a host application or mailbox provided the reply has been received within 24 hours of the original message transmission.

## Queue Management

The progress of messages can be monitored with Web Queue Manager or Microsoft Management Console (MMC) tools from any workstation.

Users and administrators can:

- Check the status of any message.
- Search any message by status, date, time.
- Display, print or delete any message or group of messages.
- Forward a received message to another user or number.
- Cancel or change the priority of a pending message.
- Resubmit individual or multiple messages to the original or a new destination.
- Sort messages by subject, destination, account, addressee name and company.

## Reports

MESSAGEmanager produces graphical and detailed reports on all incoming and outgoing messages including:

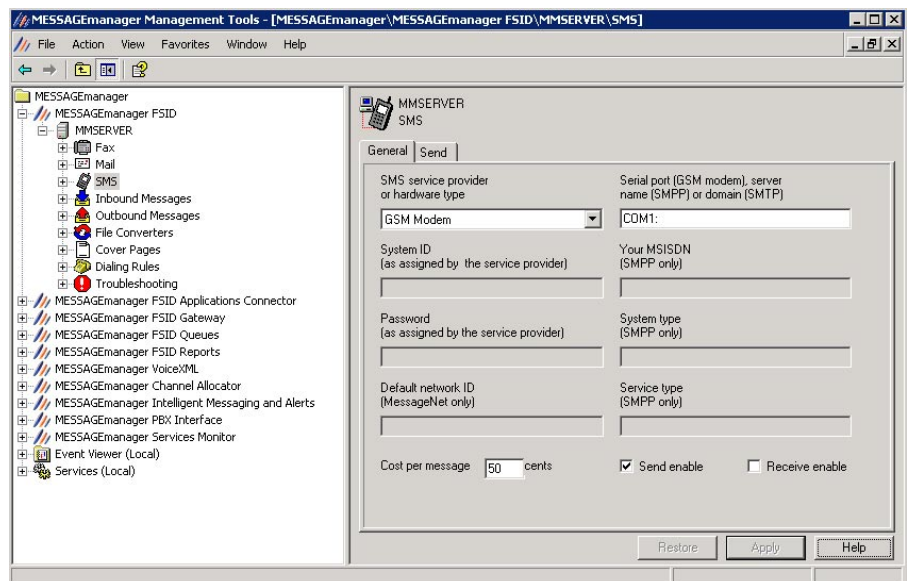
- Estimated call costs by user and total call duration by user.
- Total incoming and outgoing call duration by hour.
- Summaries and detail of outgoing messages by sender.

## Management

Services are configured and managed via Microsoft Management Console (MMC). All components present familiar tabbed controls to minimise training costs and learning times.

All error conditions such as low disk space, conversion problems, no dialtone etc. are automatically logged so you can respond promptly and avoid system downtime.

Messages over a predetermined age are automatically deleted, eliminating the need to housekeep old or obsolete messages.



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