



Do More with MESSAGEmanager

# MESSAGEmanager SMS Alerts, Outlook and Exchange

Out of the office used to mean being out of touch. Now there's MESSAGEmanager enabling you to stay in touch with the office by automatically notifying you via SMS of upcoming Task items, Calendar appointments and important email.

## How it Works

MESSAGEmanager Exchange Gateway provides the transport to route email alerts to the Server.

Calendar and Task Alerts are delivered direct from Exchange Server by COM.

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:

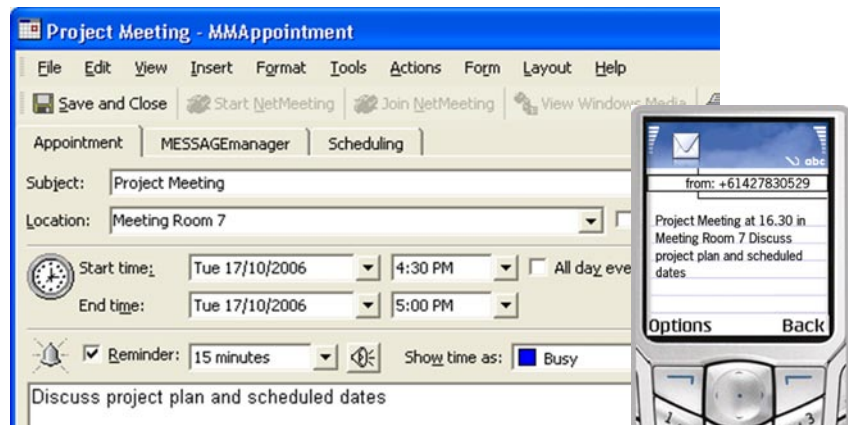
- GSM modem via Serial Port - 1 message every 7 seconds
- Internet to international SMS gateways that provide the interface to cellular networks - 1 message every 5 seconds
- SMPP connection to carrier SMS switch - up to 100 messages per second with SMS Global.

## Email, Task & Calendar Alerts

MESSAGEmanager sends an SMS message to your mobile phone when you receive mail that matches criteria based on sender, subject, or priority specified via the Outlook Rules Wizard such as:

- Urgent messages from all or selected users
- Any message from selected users
- Messages containing certain words in the subject line
- Messages where the subject begins with a specified string

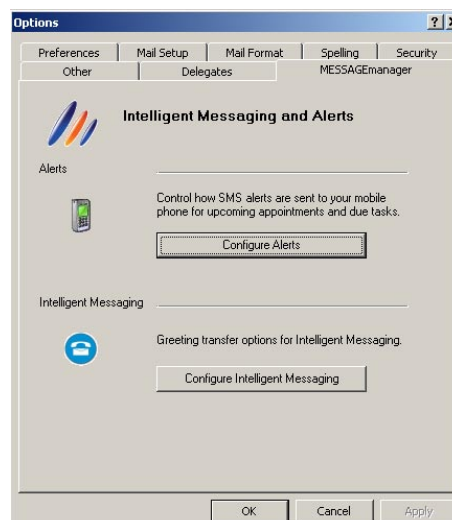
Task and Calendar Alerts include details of tasks due and appointments in your Calendar.



Users configure alerts via the Tools/Options on the Outlook toolbar and the SMS Alerts Tab.

**Dialogic**  
Application Partner  
**Innovator**

**Microsoft**  
GOLD CERTIFIED  
Partner



## MESSAGEmanager SMS

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.

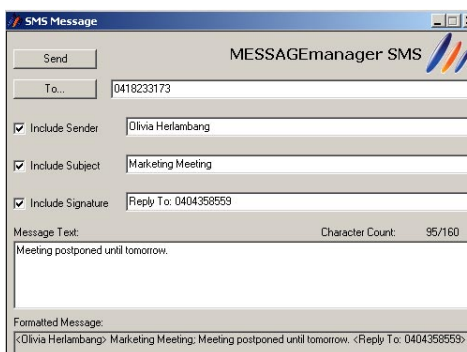
MESSAGEmanager supports Exchange 2000, 2003, 2007 and Exchange clusters as well as Outlook desktops without an Exchange Server.

### Sending Text Messages

Sending 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 view how the message will appear to the recipient, in the Formatted Message text box.



### Licensing

SMS Outlook and Exchange Alerts is licensed by Exchange Server.

Requires MESSAGEmanager Server and SMS device driver.

Exchange Gateway license is required for Email Alerts.

SMS device drivers for GSM modems and IP providers is licensed by channel.

SMPP requires a separate license.

Mobile phones can receive a maximum of 160 characters; MESSAGEmanager can 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 services provided by Carriers offer multiple MSISDNs, i.e. phone numbers which can be used to redirect inbound SMS messages to the 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.



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