



Do More with MESSAGEmanager

MESSAGEmanager SMS

Staying informed and communicating in a timely manner is crucial in today's difficult business environment.

SMS is an innovative, convenient and cost-effective way to stay in touch with the office when you are on the road. MESSAGEmanager SMS provides you with key, business time critical information as it happens, in order that you can make better business decisions and respond to events before they become problems.

When you are out of the office, MESSAGEmanager can be used to alert you to the arrival of important email and voice mail and remind you of task and calendar items.

MESSAGEmanager reduces costs and saves time by substituting SMS for a mobile phone call for communication with sales and service technicians on the road.

MESSAGEmanager SMS extends the reach of enterprise information systems providing customers and clients with information such as flight schedule updates, changes in financial and stock data, emergency alerts, news, storm warnings, road and traffic information.

How it Works

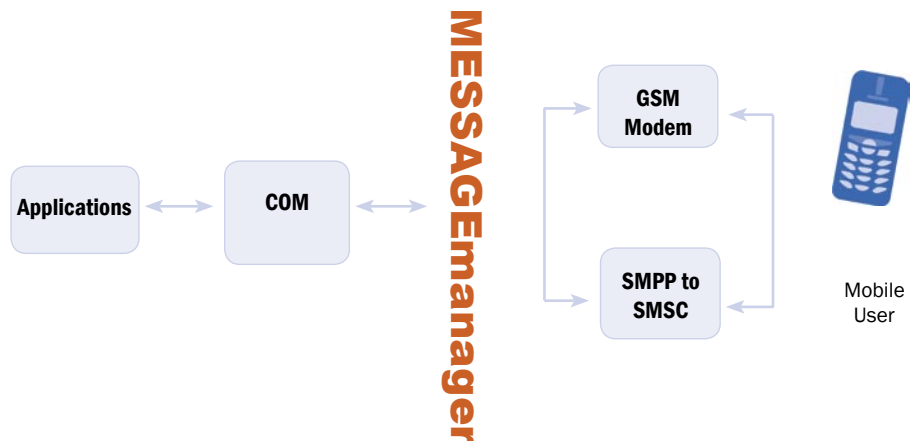
From any mail application sending an SMS text messages is as easy as sending mail.

Just address the message to the mobile phone/pager address.

SMS addresses can be maintained in global or personal address books or contact database.

You can send to one address or broadcast to a distribution list in just seconds.

SMS support is available for all popular applications - Exchange, Domino, GroupWise, SMTP and SAP Gateways, Application Connectors, API's and Web Queue Manager.



MESSAGEmanager supports SMS via:

- GSM modem connected via RS232C or USB.
- Short Message Peer to Peer (SMPP) with SMS Global.
- SMPP connection compatible with Logica 3.3 and 3.4 SMSC.
- Any SMTP/SMS Gateway.

Capacity and Throughput:

- A GSM modem can deliver 1 message every 7 seconds.
- The maximum message capacity for an SMPP configuration is up to 100 messages per second.

Receiving SMS Messages

Incoming SMS messages received by MESSAGEmanager can be automatically routed to a mailbox.

- The first word of a SMS text messages received by MESSAGEmanager is the key word used to route the message. This can be an email address or a user name.
- The module can be configured for the common SMTP suffix for all recipients of SMS messages (e.g. mmanager.com).
- Keywords can be translated to an email address.
- If the address is invalid the message is delivered to the unroutable recipient.
- 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.

Administration

SMS is configured and managed via the SMS MMC Snap-In which can be local to the MESSAGEmanager Server or installed remotely.

The status of messages can be checked and administered with the MMC or Web Queue Manager.

The Report Manager produces graphical and detailed reports on all messages.

About SMS

- Short Message Service is the ability to send and receive text messages to and from a mobile phone.
- Text messages can be up to 160 characters in length.
- SMS is available from most telecom network carriers including Telstra, Optus, Vodafone and Telecom NZ.
- SMS is a store and forward network service i.e. messages are not sent via directly from the sender to the recipient but via an SMSC (SMS Centre). The SMSC will attempt to deliver a message for up to 7 days.
- Messages are delivered when the mobile device registers or roams onto a network that supports SMS.
- SMS messages can be sent across networks where a roaming agreement exists i.e a message originating on an Optus network will be delivered to a Vodafone or Telstra mobile.
- Carriers do not provide service level guarantees on mobile networks.
- The senders mobile number is automatically sent with the message text. This enables two way messaging between the sender and the recipient.
- SMS Access is provided via a GSM modem (phone) SMS provider or Direct connection to SMSC.
- Messages can be received on GSM, CDMA and TDMA phones and pagers.



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