CommtechMessenger

IT / Network Monitoring Messaging

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- **Complete Integration to IT Monitoring Systems**
- **Controlled Messaging Management**
  - o Escalation Management
  - o Scheduling System
  - o Full Reporting
- **Fully Automated Messaging System**
- **Message Dispatch Via:**
  - o Email
  - o SMS
  - o Wireless Messaging (On-Site, Multi-Site And National)
  - o PBX
- **Multi-Site Networking**
- **Alarm Monitoring**
- **Wireless Control of Hardware**

CommtechMessenger

CommtechMessenger, is a messaging platform designed for Microsoft Windows®; enabling the seamless integration of all forms of text messaging (SMS/TXT). Whether you are dealing with an on-site paging system, Short Message Service, email, DECT or city-wide pagers Commtech Messenger delivers messages effortlessly.

Complete Integration

CommtechMessenger integrates with IT management systems; enabling alarms to be directed immediately to the appropriate staff. In addition, alerts and messages may be initiated from any PC on the network, via a telephone interface or even hard wired switches.

Message Management

With customizable configuration, Commtech Messenger employs YOUR escalation management, scheduling and priority queuing procedure. The escalation management enables a sequence of staff members to be contacted, at varying time intervals, until the call is answered and/or closed. Where staff operates on a shift rotation, the system will look up in the schedule who to send the message to. In addition, the priority system ensures that a priority call is sent immediately by moving it to the front of the queue. All data is stored in a database for later analysis and reporting. You can instantly track and analyze details on every alarm event ever generated, every message ever sent together with the response times.

PBX Interface

A voice-prompted telephone interface enables users to send messages directly to recipients without the assistance of an operator. The user is guided through the messaging process via a series of natural voice prompts. This can reduce traffic to IT support call centers additionally, you can connect the Fusion Telephone Interface Module to expand the number of PABX ports available on your system.

Multi-Site Networking

The system is fully scaleable to operate at one site or over a WAN.

Fully Automated Messaging

All alarm messages can be fully automated reducing the load on Call Centers, Consul Operators and administrative staff.

Alarm / Event / System Monitoring

Commtech Messenger may be interfaced with numerous server & building management systems, enabling virtually any aspect of your IT infrastructure to be monitored. Any event from Power Failure, to Generator / UPS / Temperature Alarm Monitoring and every conceivable IT and network event/ alarm, coupled with Commtech Messenger's unique scheduling and escalation system, alarms may be dispatched to staff depending on the time of the day or day of the week at which the alarm was activated.

Wireless Control of Hardware

By wiring up any form of switchable hardware to relays controlled via RF, you can switch on/off or control hardware such as Air Conditioners via any of the system interfaces available, by sending a message to the contact RF receiver either automatically or manually.

Get Together With Fusion

Simple integration with Commtech's innovative Fusion Series gives Commtech Messenger even more power and versatility. With the Cellular Messaging Module, you can send SMS notification of alarm events. Using the Alarm Dispatch Module,

Easy To Use Web Client

By utilizing Commtech Messenger's web client businesses can allow multiple users to access the application over the Internet. In this way, staff can send messages to any recipient on the system from anywhere with an Internet connection - without ever installing the client. This adds further value to the system because the web client acts like a normal browser - so staff do not need much training.

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Technical Specifications

CommtechMessenger	
Recipient Capacity	100,000 Pagers, mobile phones, DECT handsets or email addresses
Group Capacity	10,000 Groups (with any combination of recipients)
Department Capacity	10,000 Departments
Concurrent Client Capacity	10,000 Clients (per server)
Serial Port Capacity	64 x RS232C Serial Ports (per Server)
System Architecture	Client/Server, TCP/IP Communications Server runs as service
Internal Communications	Encrypted Transport Control Protocol / Internet Protocol (TCP / IP)
PBX Port Capacity	64 Ports
PBX Interface	Two Wire Analogue Extension (FCC, Austel & PTT Approved)
PBX Messages	100 User-defined messages
Alarm Capacity	64,000 Alarm inputs (Multiple Alarm Sources)
Escalation Capacity	10,000 Call escalations, unlimited escalation steps
Scheduling Capacity	10,000 Individual schedules, unlimited number of shifts
Reminder Messages	100,000 reminder messages, unlimited forward scheduling
Terminal Capacity	64 Operator Terminals (VT100, WYSE or ANSI Compliant Terminals)
High Level Interfaces	64 High Level Interfaces via TCP / IP or RS232
Carrier Capacity	10,000 Paging / SMS Carriers with modem pooling
Outbound Email	Sent via Simple Mail Transfer Protocol (SMTP) Client
Inbound Email	Receiving via Simple Mail Transfer Protocol (SMTP) Server
Security Configuration	User Configurable, each menu item individually selectable per user
Paging Protocols	POCSAC CCIR #584 at 512 / 1200bps
DECT Protocols	Kirk 500/1500/3000/600/600v3, Alcatel, Spectralink, Multitone
Nursecall Protocols	Call Guard, DigiAlert, Dukane, Gladstone, Jeron, D|Medicom, Sedco, Responder IV, Tek-Tone, Vitalcall, Wescom, Zettler, Spiderallert, Austco
Slot Machine Protocols	Aristocrat, Bally, IGT, Tattersals, Turbo Bonus
Fire Alarm Protocols	Ampac, FFE, Simplex, Wormald MXL/XL3
IT Monitoring Protocols	Scripting, SMTP, Generic
Additional Protocols	Citect, Honeywell, BMS, Macroview, Modbus, Microbase, Printer, LED signs, Xacom, Email server/client, TAP (IXO, PET), Scope, Comp1, Comp2, Terminal, ESPA
Custom Protocols	Scripting, Generic, Statistics
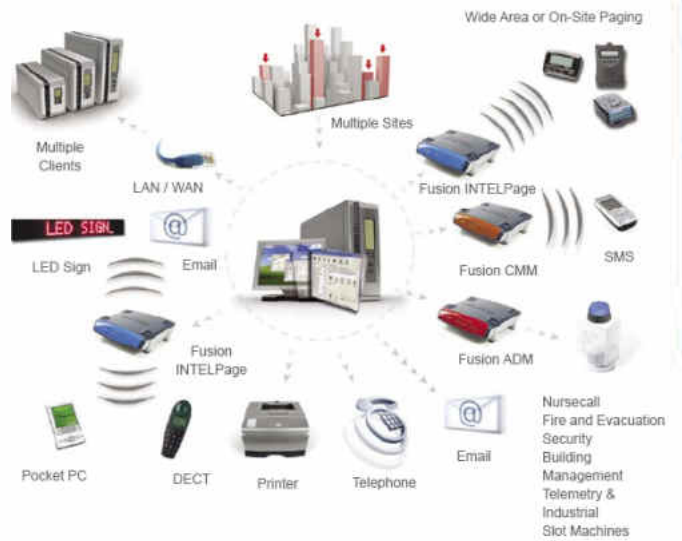
Product Name	Odering Code
Single User Licence*	CMS UL 001
Multiple User Licences	
- 10 Users	CMS UL 010
- 50 Users	CMS UL 050
- 100 Users	CMS UL 100
- 250 Users	CMS UL 250
- 500 Users	CMS UL 500
- 750 Users	CMS UL 750
- 1000 Users	CMS UL 1000
Web Client	CMS WEB
CommtechWireless Annual Maintenance Program	SOFT MAINT
	* (Upto 1,000 Recipients)

Message Systems

AFRICA