

Real Time Communications and Connectivity When Every Second Counts



- » Connectivity to Virtually any 3rd Party Application
- » Communication Device Interoperability
- » Web-based, Client/Server Architecture
- » Designed for Large Enterprise Environments
- » Highly Integrated, Scalable Solution
- » Compatible with the Fusion Series Modules
- » Sophisticated Message Workflow and Escalation

Seamless Real-time Communication for the Enterprise

Commtech Messenger delivers mission-critical communication for mobile staff and first responder personnel working in large enterprise environments. In distributing time-sensitive information to most commercially available wireless or wired devices, levels of productivity, safety, service, and quality are enhanced. Human operators are able to easily dispatch real-time messages, and machines are enabled with the ability to automate the distribution of messages based upon out-of-tolerance conditions.

3rd Party Systems Integration and Interoperability

Virtually any 3rd party system can be integrated to Commtech Messenger to automate and centralize the data from disparate islands of information. Multiple protocols are supported "off-the-shelf" such as TAP, COMP, and SMTP. Additionally, flexible scripting interfaces are available, and connectivity to legacy hard-wired applications is enabled by the Fusion Series Alarm Dispatch Module (ADM).

Intelligent Alarm Management and Message Flow

With a configurable rules engine, the analysis of data inputs to Commtech Messenger results in "intelligent" connectivity with enterprise systems. Out-of-tolerance alarm conditions and critical events are automatically routed to communication devices to ensure rapid response. Nuisance alarms are filtered out to ensure desensitization does not occur with busy mobile responders. Message escalation can be forced manually from a device or can be based on timed settings to ensure that critical alarms and events are responded to in an effective and efficient manner.

Intuitive Operator Dispatch

Utilizing an easy to use, web-based software interface, Commtech Messenger provides dispatchers with an intuitive method to distribute information to individuals, groups, departments, and the entire enterprise. With a modular architecture, enabling the PBX interface option or adding the Fusion Series Telephone Interface Module (TIM) provides the distribution of manual messages via a standard telephone touch pad with the help of simple voice prompts.

To learn more about CommtechWireless products and solutions, visit www.amcomsoftware.com or call 800.852.8935 to speak to our experts about a communications solution for your facility.

commtechmessenger



Technical Specifications

CommtechMessenger

System Architecture	Client/Server, Encrypted TCP/IP Communications
Concurrent client capacity	10,000 per server
Recipient capacity	100,000+ in conjunction with web interface
Group capacity	10,000 Groups with any combination of recipients
Department capacity	10,000 Departments
Alarm capacity	64,000 Alarm inputs (Either opto-coupled or dry contact closures)
Escalation capacity	10,000 Call escalations, 100 steps max
Roster capacity	10,000 Individual Roster Schedules, unlimited number of shifts
Serial Port capacity	64 x RS232C Serial Ports per server
Carrier capacity	10,000 Paging/SMS Carriers with modem pooling
PBX Port capacity	64 Ports
PBX Interface	Two Wire Analogue Extension or Dialogic ISDN/T1/E1
Reminder Messages	100,000 reminder messages, unlimited forward scheduling
3rd Party System Integration/Input Protocols	ADM (Fusion), TAP (PET/IXO), COMP, ESPA, Scope, SMS, SMTP (Email), Scripting, Generic
Communication Device Support/Output Protocols	POCSAG, WCTP, SNPP, SMPP, SMTP (E-mail), TNPP, LED Marquees, Alcatel, Kirk, Multitone, OAI (SpectraLink), VMI (Vocera)

