

# eMessenger

Installation and Maintenance Guide  
Version 1.63H





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# Chapter 1

## Introduction



### What is eMessenger?

eMessenger combines the freedom of a wireless phone system with the convenience and speed of on-site paging by providing for automatic alphanumeric paging to wireless telephones. A windows-based system, eMessenger controls the open application interface (OAI) to the SpectraLink System.

The components of eMessenger are:

- eMessenger Server
- eMessenger Paging Client
- eMessenger TAP Pager Winsocket Server
- eMessenger E-mail Client
- eMessenger E-mail Response
- eMessenger E-mail Directory
- eMessenger Lookup
- eMessenger LAN Client

# Product Description

## **eMessenger Server**

The eMessenger Server is the communications gateway and physical interface to the SpectraLink system. The eMessenger Server manages the handling of messages to and from the SpectraLink wireless telephone. The eMessenger software package provides immediate connectivity to various messaging applications.

## **eMessenger Paging Client**

The Paging Client delivers alpha-numeric messages to SpectraLink wireless telephones from on-site paging systems. Messages can be generated by a wide variety of sources, including alpha-numeric paging terminals, monitoring equipment, security systems, and industrial control devices.

## **eMessenger TAP Pager Winsocket Server**

The eMessenger TAP Pager Winsocket Server receives pages from off-site paging devices and forwards them on to the eMessenger Server for delivery to a pager. eMessenger supports ASCII, TAPI, Rock, JTech, and Alert pager device protocols.

## **eMessenger E-mail Client**

The E-mail Client forwards a message to a SpectraLink wireless telephone from the internet, your company's intranet, or your local network. Using standard e-mail software, the E-mail Client delivers messages to any wireless telephone extension.

## **eMessenger E-mail Response**

When an e-mail message is delivered to a SpectraLink wireless telephone and viewed by the user, the eMessenger E-mail Response sends an acknowledgement e-mail message to the sender.



Messages arriving from the LAN client, an e-mail application or another IP application are delivered to the eMessenger Server through an interface on the local or wide area network.

In addition, eMessenger can accept messages from any paging system that generates TAP (Telocator Alpha-numeric Protocol) formatted messages. TAP is a standard protocol for in-house radio paging systems. Messages arriving from a paging system are sent over a serial interface.

# Chapter 2

## Installation



### System Specifications

#### Operating System

Windows 95, Windows, 98, Windows ME, or Windows NT operating system is required.

#### Hardware

- Pentium II 300 MHz CPU or higher with 128 megabytes of RAM
- Hard disk with 4 gigabytes of free space
- 3.5-inch disk drive
- One parallel printer port
- Two RS232 serial communication ports (One port connects to the telephone interface; the other port connects to the TAP paging system)
- Monitor with SVGA display and 800x600 resolution
- Mouse or other Windows pointing device

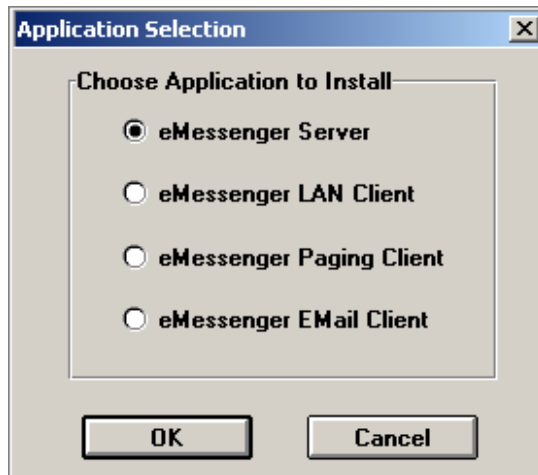
## Installation Instructions

*Note: Before installing eMessenger, make a backup disk set.*

Start Windows and insert the eMessenger disk 1 into the floppy disk drive.

- 1 From the **Start** menu, choose **Run**.
- 2 In the **Open** box, type **a:\setup.exe** (where a:\ is the letter of the drive containing the eMessenger disk).
- 3 Click **OK** to display the eMessenger installation menu.

eMessenger installation menu



- 4 Choose the component you want to install and then click **OK**.
- 5 When prompted, put disk 2 in the drive and click **OK**.

The installation utility allows the user to install any of the eMessenger program components. Repeat these steps to install each component.

With the exception of the eMessenger LAN Client, all of the components may be installed on the same PC. The eMessenger LAN Client is installed on the PC used by those wanting to send text messages to SpectraLink wireless telephone users.

The program includes the programs in the StartUp menu. If you do not want eMessenger to start automatically, delete the shortcut icons for the eMessenger components in your **StartUp** list.

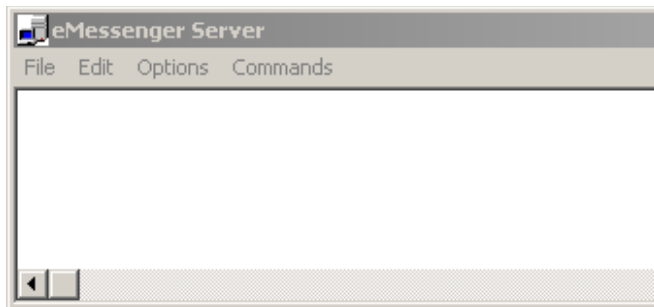
# Chapter 3

## Getting Started

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Start eMessenger Server to view the status screen and menu bar.

eMessenger Server Status Screen



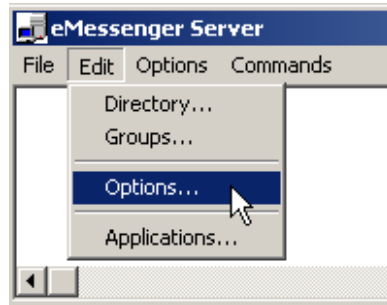
From the eMessenger Server menu bar, you can:

- set system parameters
- create and edit the eMessenger directory
- import a new directory or export the existing directory
- define user groups
- provision eMessenger's Directory, Lookup, and E-mail applications
- configure communications settings
- monitor system activities
- send a page to test the eMessenger communication to the SpectraLink OAI

## Setting System Parameters

To set system parameters:

- 1 From the **Edit** menu, click **Options** to display the Options dialog box.



- 2 In the **System Type** list, select your SpectraLink system model.
- 3 Enter an amount in the **Connect timeout In Seconds** box.
- 4 Select a **Ring Type**.
- 5 Define **Retry Parameters**
- 6 Click **OK**.

By selecting the correct system type your eMessenger software keeps a database of telephone extensions assigned to physical port numbers. The options include the SpectraLink model 150, model 2000 single cabinet (2000S) or multiple cabinet (2000M) and the model 3000.

*Note: the System Type should not change unless you upgrade your SpectraLink hardware. If you change your system type you will overwrite your eMessenger directory.*

### Connect Timeout in Seconds

Connect timeout indicates the amount of time that the eMessenger application is inactive on a wireless telephone before it automatically exits the eMessenger application. If a user does not perform an eMessenger activity on their wireless telephone within the defined period, the telephone will automatically return to standby mode so that it can receive a telephone call or another eMessenger message.

## Ring Type

The administrator can set the ring type for eMessenger users. This is a global parameter - it will affect all system users. By selecting a specific ring type, all eMessenger user's wireless telephones will ring in the selected manner when a message is delivered. By selecting Telephone Ring, eMessenger will ring the telephone the same as the ring for a telephone call. This option is not advised because users will not be able to easily differentiate between calls or messages. Auxiliary Ring 1 allows the SpectraLink telephone user to set their own ring type for the eMessenger ring.

## Retry Parameters

The administrator can determine the retry interval in seconds and the number of retry attempts for the eMessenger system. This is a global setting for all users. If eMessenger is unable to ring the wireless telephone to indicate a new message has arrived, it will follow the retry settings. A telephone may be unreachable because it is turned off, out of range, on a telephone call, in an eMessenger session or ringing. If eMessenger attempts to ring the telephone and it goes unanswered, the message will still be delivered to the user's eMessenger queue and notification attempts (retries) will occur.

## Setting up the eMessenger Directory

The eMessenger Directory is a database that cross-references the user's physical port in the SpectraLink system with a user's name and telephone extension. eMessenger delivers messages based on the telephone extension, not port number. When a message is sent, the sender selects the user's name or telephone number/extension and eMessenger sends it to the correct physical port.

*Note: Before creating or editing the eMessenger directory, define your SpectraLink system type (see "Setting System Parameters" on page 8).*

## Creating and Editing the Directory

To add a User:

- 1 From the **Edit** menu, click **Directory** to display the **Directory** dialog box.
- 2 Click **New** to add a SpectraLink wireless telephone user.

Directory dialog box

The screenshot shows the 'eMessenger Directory' dialog box. It has a title bar with 'eMessenger Directory' and a close button. The main area contains a table with two columns: 'Name' and 'Number / Extension'. Below the table, there is a 'Number/Extension' input field, three radio buttons labeled 'Phone', 'Group', and 'Pager', and a 'Ring Type' dropdown menu. Below these are input fields for 'MCU', 'Slot', and 'PT'. There are also 'Import' and 'Export' buttons. At the bottom, there are buttons for 'New', 'Save', 'Delete', and 'Exit'. A black arrow points to the 'New' button.

- 3 Type the user's **Number/Extension**, select a **Ring Type**, type the Master Control Unit (**MCU**) and Pocket Telephone (**PT**) ports (or press Tab for eMessenger to automatically calculate the port number), and enter user's **Name**. To add a group name, enter the group's extension, click the **Group** check box, and enter the group's name.
- 4 Click **Save**. The user's name and extension number will appear on the Directory list.
- 5 Click **Exit** to return to the eMessenger status screen.



- Ring Type

Export the Directory to create a back-up copy of the Directory file. Import the file to restore the Directory.

## Defining User Groups

To assign users to a group:

- 1 Add a group name to the eMessenger Directory (for information on how to add a group name to the eMessenger Directory, see “Creating and Editing the Directory” on page 10).
- 2 Click the box of the Group Name that appears to the right of the user’s name.
- 3 Click **OK**.

## Edit Application Interface

To edit application interface:

- 1 From the **Edit** menu, click **Applications** to display the **Edit Application Interface** dialog box.
- 2 Type the IP Address for **Directory Application**, **Lookup Application**, and **Email Response Application**.
- 3 Click **OK**.



Disk Logging saves all data to disk. To enable/disable this function:

- From the **Options** menu, click **Disk Logging**.

When the mlslog.txt file reaches .5 MB, it is saved in the eMessenger Server directory with the date in the file name.

## Sending a Test Page

To test communication between the Server and the SpectraLink OAI:

- 1 From the **Commands** menu, click **Send Test Page**.
- 2 Type the **Port** number or select **Page Name** or **Page Number**.
- 3 Click **OK**.

## Clearing the Server Window

To clear the eMessenger Server window:

- From the **Commands** menu, click **Clear Screen**.

This action clears any output that is currently in the application window. Output display automatically continues.

## Exit eMessenger Server

To exit eMessenger Server:

- From the File menu, click **Exit**.

eMessenger Server will shut down in 5 seconds.

*Note: Exiting eMessenger Server shuts down the eMessenger system.*

# Chapter 4

## eMessenger paging client



The Paging Client takes data input from an external TAP (Telocator Alpha-numeric Protocol) paging system and delivers the data to the eMessenger Server. The connection between the PC running the Paging Client and the TAP system is a serial connection with a standard RS-232 cable. The Paging Client can be installed on the same PC as the eMessenger Server or a different LAN work station. The Paging Client recognizes the Server by IP address.

From the Paging Client window, the System Administrator can:

- set communications settings
- change the Server IP address
- monitor system activity.

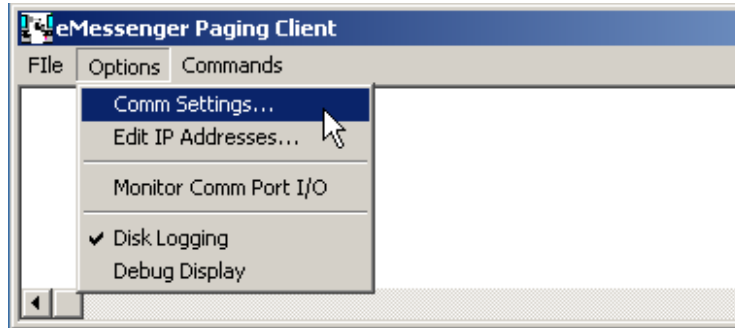
On startup, the Paging Client window shows the current software version and indicates that the communication port to the paging system is correctly configured.

### Setting Paging Client Communications Settings

The Communications Settings are configured based on the input from the external paging system.

To set the paging system parameters to match the paging system:

- 1 From the **Options** menu, click **Comm Settings**.



- 2 In the **Communications Settings** dialog box, select the **Port** that connects your computer to the SpectraLink OAI.
- 3 Set the **Baud** rate (**9600** is the default setting).
- 4 Set the **Parity** bit (**none** is the default setting).
- 5 Set the **Data bits** (**8** is the default setting).
- 6 Set the **Stop bits** (**1** is the default setting).

## Entering eMessenger Server IP Address

The Paging Client must reference the correct address of the eMessenger Server in order to forward messages to wireless telephones. Even if the Paging Client is on the same PC as the Server, you still must input the IP address of that PC.

If the only client you are using is the Paging Client, the PC does not have to be on a LAN - all connections are serial. However, the computer does require a static IP address.

To change the Server IP address from the Paging Client:

- 1 From the **Options** menu, click **Edit IP Addresses**.
- 2 Type the correct IP Address in the **eMessenger Server IP Address** field.





# Chapter 5

## eMessenger E-mail Client

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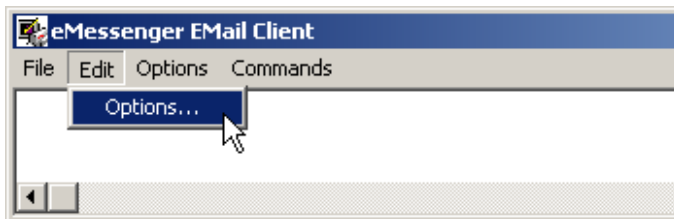
### Setting up the E-mail Client for users

The E-mail Client uses standard e-mail software to forward messages to SpectraLink wireless telephone extensions. Messages are received from the internet, the company's intranet, or a local/wide area network.

Operation of the E-mail Client requires a separate mailbox for all e-mail messages destined for wireless telephones. Messages that are sent via e-mail must contain the extension of the wireless telephone somewhere in the address or subject field. This ensures proper destination based on the eMessenger configuration

To set up E-mail Client parameters:

- 1 From the **Edit** menu, click **Options**.



- 2 In the Options dialog box, type the name of the mail server in the **Mail Server** field.
- 3 Type the eMessenger mailbox name in **User Name** field.
- 4 Type the assigned password for the mailbox in the **Password** field.

- 5 Type the frequency with which the E-mail Client should check for new messages in the eMessenger mailbox in the **Monitor Interval** field.
- 6 Type the address of the eMessenger Server computer in the **eMessenger IP Address** field.
- 7 Select a **Pager ID Location in e-mail**. This setting will determine where the system looks for the telephone extension and therefore, how the sender addresses messages destined for wireless telephones. Depending on the e-mail server software or customer preferences, the pager ID information is passed differently from the e-mail application. The Administrator can choose the following ID location options:
  - **Alias**—Create an alias for each wireless telephone user/extension associated with the eMessenger mailbox name (**User Name** field). The E-mail Client program must receive the alias when it retrieves mail.
  - **To Line or Subject**—Choose to have users embed the telephone user/extension within the address book entry [which becomes the **To** line in mail, e.g.: Joe Samson (4128)]. Because some e-mail servers resolve the **To** line with the global address list, with this setting you can also choose to have the user embed the extension within the subject line, e.g.: Subject: News of the day (4128).
  - **To Name Routing**—When the name is included in the address, eMessenger routes based on the name rather than the number.

## Disk Logging and Display Debug Data

Disk Logging saves all data to disk. To enable/disable this function:

- From the Options menu, click **Disk Logging**.

Display Debug Data shows additional information about the operation of the program. To enable/disable this function:

- From the **Options** menu, click **Display Debug Data**.

## Checking E-mail Manually

To manually check e-mail:

- From **Commands** menu, click **Check Mail**.

## Clearing the E-Mail Client Applications Window

To clear the eMessenger E-mail Client window:

- From the **Commands** menu, click **Clear Screen**.

This action clears any output that is currently in the application window. Output display automatically continues.



# Chapter 6

## eMessenger TAP Pager



The eMessenger TAP Pager forwards pages from a paging system to the user's pager.

To select the paging device protocol:

- 1 From the **Options** menu, click **Select Pager Device**.
- 2 Select the correct pager device protocol.
- 3 Click **OK**.

In the Communications Settings window, you can set the communications port number, the port's baud rate, parity, data bits, and stop bits.

To set up the TAP Pager communications settings:

- 1 From the eMessenger Server menu bar, choose **Options** then **Comm Settings**.
- 2 In the **Communications Settings** window, select the **Port** that connects your computer to the SpectraLink OAI.
- 3 Set the **Baud** rate (**9600** is the default setting).
- 4 Set the **Parity** bit (**none** is the default setting).
- 5 Set the **Data bits** (**8** is the default setting).
- 6 Set the **Stop bits** (**1** is the default setting).

## Monitoring System Activity

To monitor system activity and capability, and display all data going to and from the communications port:

- from the **Options** menu, click **Monitor Comm Port I/O**.

Disk Logging saves all data to disk. To enable/disable this function:

- from the Options menu, click **Disk Logging**.

When the ipglog.txt file reaches .5 MB, it is saved in the eMessenger Server directory with the date in the file name.

Display Pager Traffic shows paging activity. To enable/disable this function:

- from the Options menu, click **Display Pager Traffic**.

## Clearing the Pager Winsocket Server Process Window

To clear the Pager Winsocket Server Process window:

- From the **Commands** menu, click **Clear Screen**.

This action clears any output that is currently in the application window. Output display automatically continues.

# Chapter 7

## eMessenger Lookup



eMessenger Lookup uses an internal database to connect the SpectraLink wireless telephone user with the room from which a message is generated through the in-room call button.

### Setting up the Lookup Directory

To set up the Lookup Directory:

- 1 From the **Edit** menu, click **Lookup Directory**.
- 2 Click **New**.
- 3 Type the name or identifier.
- 4 Type the number.
- 5 Click **Save**.

Export the Directory to create a text file. This file may be used as a backup directory. Restore the Directory by importing the backup file.

### Defining Lookup Rules

To define the rules:

- 1 From the **Edit** menu, click **Options**.
- 2 Select the rule and defining part of the message.
- 3 Click **OK**.

## Monitoring System Activity

Disk Logging saves all data to disk. To enable/disable this function:

- From the Options menu, click **Disk Logging**.

When the mllog.txt file reaches .5 MB, it is saved in the eMessenger Server directory with the date in the file name.

Display Debug Data provides more information about system operation. To enable/disable this function:

- From the Options menu, click **Display Debug Data**.

## Clearing the eMessenger Lookup Window

To clear the eMessenger Lookup window:

- From the **Commands** menu, click **Clear Screen**.

This action clears any output that is currently in the application window. Output display automatically continues.

# Chapter 8

## eMessenger E-mail Response

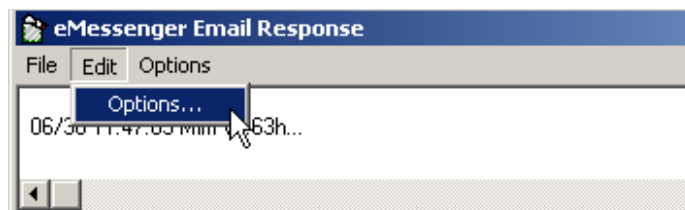
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When the SpectraLink wireless telephone user receives and views an e-mail message, the eMessenger E-mail Response notifies the sender that the user received the message.

### Configuring eMessenger E-mail Response

To configure the eMessenger E-mail Response:

- 1 From the **Edit** menu, click **Options** to display the Options dialog box.



- 2 Enter the **Mail Server**.
- 3 Enter the **From Email Address**
- 4 Click **OK**.

eMessenger responds to the sender with “received your email” to messages sent to the **From Email Address**.

### Monitoring System Activity

Disk Logging saves all data to disk. To enable/disable this function:

- From the **Options** menu, click **Disk Logging**.

When the mlmlog.txt file reaches .5 MB, it is saved in the eMessenger Server directory with the date in the file name.

The Debug Display shows additional information about eMessenger E-mail Response activity. To enable/disable this function:

- From the **Options** menu, click **Debug Display**.

# Chapter 9

## eMessenger Directory



The eMessenger Directory stores the names and telephone numbers of parties frequently called by SpectraLink wireless telephone users.

### Setting up the Directory

To set up the eMessenger Directory:

- 1 From the **Edit** menu, click **Directory**.
- 2 In the eMessenger Directory window, click **New**.
- 3 Enter the **First Name**, **Last Name**, and **Number** of the party you want to include in the directory.
- 4 Click **Save**.

The file may be exported and stored as a backup file. To restore the directory, import the backup file.

To Delete an entry in the Directory:

- 1 Select the entry you wish to delete.
- 2 Click **Delete**.
- 3 Click **Yes** to confirm the action.

### Monitoring System Activity

Disk Logging saves all data to disk. To enable/disable this function:

- From the **Options** menu, click **Disk Logging**.

When the mldlog.txt file reaches .5 MB, it is saved in the eMessenger Server directory with the date in the file name.

Display Debug Data shows additional information about the Directory's operation. To enable/disable this function:

- From the Options menu, click **Display Debug Data**.

## Clearing the Directory Window

To clear the Directory window:

- From the **Commands** menu, click **Clear Screen**.

This action clears any output that is currently in the application window. Output display automatically continues.

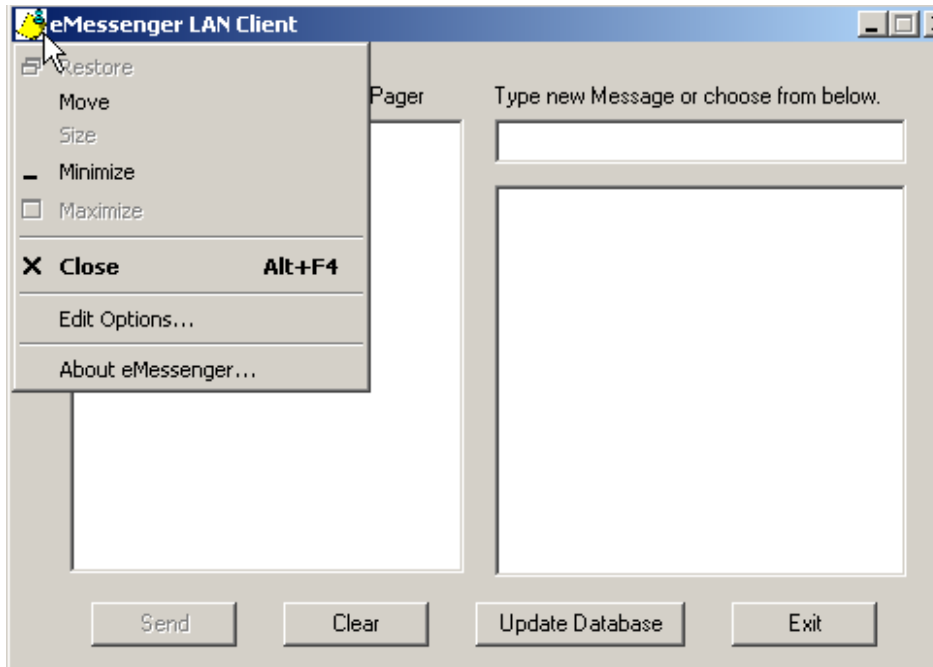


## Setting the eMessenger IP address and sender's name

The LAN client communicates with the Server by IP address.

To input the correct IP address of the Server:

- 1 Left mouse click on the LAN Client icon in the upper-left corner of the application window.



- 2 Click **Edit Options**.
- 3 Type the IP address of the **eMessenger Server**.
- 4 Type the IP address or Name of the **Pager Server**.
- 5 Type the **User's From Address** (LAN Client User's name).
- 6 Click **OK**.

On each LAN client installation, the sender's name should be indicated so that the recipient knows who sent the message. The sender's name will appear on the wireless telephone at the end of the message.