

## Two-Way Messaging with Smartphones



Use the Email option of PageRouter Pro to send and receive email messages to and from mobile devices.

### Establish a two-way communication with mobile phones

Here are some examples of how you can use PageRouter Pro with the Email option to establish two-way communications with mobile devices.

#### Hospital two-way communications

Nurse Kelly has an onsite pager. She opens a browser on a computer and sends a message to Dr. Charles Darwin who is in Chicago at a conference. Dr. Darwin receives the email on his Blackberry. He types a reply email and sends it back to the sender's address. In a few minutes, Nurse Kelly receives the email reply on her onsite pager while she is walking through the corridor. A copy is kept in her message log.



#### Factory two-way communications



John Brown works for a factory of automobile parts. He has a Blackberry to communicate with other personnel. A PageRouter at the factory is monitoring relay contacts of 12 machines using PageAlert. At 11:30 PM, John receives an email on his Blackberry from PageRouter when the temperature relay of machine 3 closed. John replies to PageRouter from his Blackberry sending a message with a specific text. A Canamex onsite wireless controller connected to machine 3 receives the email text from PageRouter Pro and reacts by opening a relay contact to stop the machine. PageRouter will automatically escalate sending the alert email message to someone else if PageRouter does not receive a message back from John to stop the machine.

#### TeraMessenger and two-way communications using email

TeraMessenger is an option of PageRouter to establish instant messaging between employees at the Bank. Jane needs to know if Gary has details on a deposit transaction. Jane opens TeraMessenger on her computer and selects Gary who has a Blackberry. Jane sends a message to Gary, which PageRouter converts to an email for Gary's Blackberry. Gary replies from his Blackberry as an email, which is displayed as a response on Jane's TeraMessenger computer screen. Jane and Gary continue communications from her computer to Gary's Blackberry via email.



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## Sending email messages to cell phones

The Email option of PageRouter Pro allows users to send messages to any cellular phone email address via the SMTP gateway server of your company in the same way as a regular email is sent from Outlook. For example, you can send an email to the phone address 4165551234@cellularcompany.com.

When sending an email to a phone address, your SMTP email server delivers the message the cellular company via the internet. If the message is destined for a Blackberry, the cellular provider will send it to the RIM email server for delivery. If the message is for another type of smartphone, the cellular provider will send an SMS notification to the phone, indicating that there is a new email message the user must download. Some smartphones can be programmed to automatically poll the cellular provider's email server, but this feature can become costly as it consumes data and air time.

## Blackberry and Push-Email

Research in Motion, manufacturer of Blackberry smartphones, offers a service called "Push-Email".

When an message arrives to the RIM email servers, the email is instantly and actively transferred (pushed) to the Blackberry device. As a result, email messages sent via PageRouter will be received faster on a Blackberry than on other smartphones that do not support Push-Email.



Blackberry  
smartphone

## Speed up email delivery to Blackberry smartphones

One way to possibly reduce the delivery time of an email message to a Blackberry is by establishing a direct connection from your office to the RIM email servers. This direct connection eliminates the time that the email takes traveling to the wireless company over the Internet and the time they take to handle your message. This short cut and delivery time reduction is achieved by installing a Blackberry Enterprise Server (BES) in your company. PageRouter will deliver email messages to your BES in seconds, which in turn will be sent straight to the RIM mail servers for delivery to your Blackberry devices. Still, the time of delivery depends on how busy the BES and the RIM servers are, but the process will be faster than the conventional email polling operation.

## Effective two-way communication using email

The important fact is that PageRouter Pro uses standard SMTP protocol to deliver messages to push-email enabled devices. Depending on the subscriber's wireless carrier and email services, you may be able to take advantage of faster email delivery to cellular smartphones.

PageRouter Pro with the Email option is able to forward email responses from smartphone devices to onsite pagers or to users communicating using the TeraMessenger option for instant messaging.



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