

## SENTINEL Message Monitor



Onsite  
Message  
Transmission  
Insurance

**SENTINEL** is a message monitor receiver used with PageRouter to confirm over-the-air transmission of messages to onsite pagers.

The reliability of one-way paging was proven in the 90's with the use of millions of commercial pagers. However, with the arrival of cellular phones, paging companies began losing market share and revenues with the unavoidable changes to their infrastructure causing to deliver messages to pagers in several minutes rather than seconds. Customers, who recognize that one-way paging is reliable, began to move to onsite paging systems with the benefit of delivering messages in a few seconds. In addition, the savings on the monthly fees justify the investment on a Canamex local transmitter with the **PageRouter Message Management system**.

When using an onsite paging system, there are only two possible ways that a pager will "miss" a message: a) If the pager is off, or b) If the transmitter signal is interfered by another transmission on the same frequency.

Compare onsite paging to listening to an FM radio station. Your radio must be on to receive the station broadcast. However, sometimes the signal suffers interference and all you hear is static instead of the music, even for a few seconds. With onsite paging, messages will only be received if the pager is on. If the paging transmission suffers interference, pagers will receive a garbled message or sometimes will not receive the message at all. You will not know if a message was "lost" until you hear someone saying "*I paged you!*" with a reply of "*I never got your page!*"

**SENTINEL** confirms that each onsite message is indeed transmitted over the air in its integrity. **SENTINEL** is designed to collect each transmitted message and return it to PageRouter. With the **SENTINEL** solution, you can be sure your pagers receive each message free of interference!

### SENTINEL PAGING RECEIVER

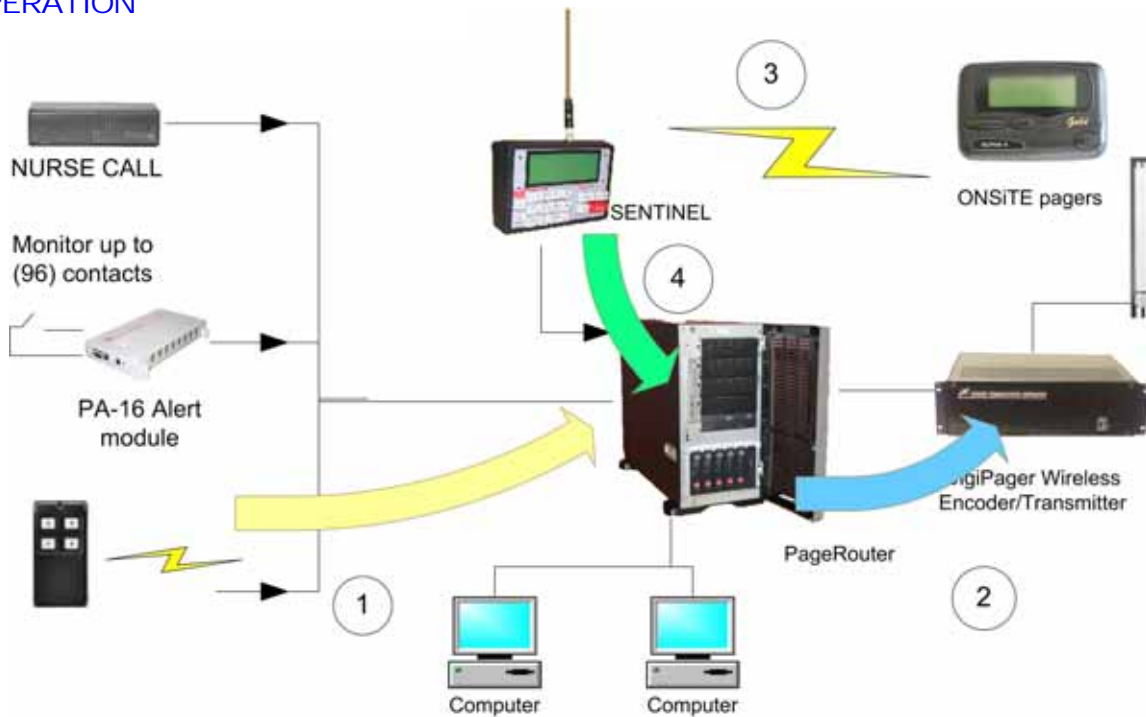
**SENTINEL** receives and decodes each POCSAG message, returning it to PageRouter appended with the date and exact time received. PageRouter uses this information to confirm that the message was transmitted "intact" and then calculates the amount of time the message took to be received by the pager. The PageRouter Log shows, not only the confirmation status "transmitted", but also the time that the message took to be delivered to each pager. *This is a very important benefit to aid in defending against complaints or lawsuits claiming that critical messages were delivered too late, or not at all.*



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## OPERATION



1. A message is received from a source, which can be triggered by a wireless button, a relay contact, from a Nurse Call system or from someone sending a message from a computer using PageRouter.
2. PageRouter sends the messages to a DigiPager encoder transmitter, keeping a copy in a queue in PageRouter waiting for transmission confirmation from **SENTINEL**.
3. The message is sent over the air to the pager, which is also collected by **SENTINEL**.
4. **SENTINEL** returns the message collected off the air to PageRouter. If the message received from **SENTINEL** does not match the message waiting in the PageRouter queue or if it never returns due to signal interference, PageRouter automatically resends the same message and the cycle starts again.

Other onsite paging systems show in the log that a message was delivered to the encoder-transmitter for processing, but they have no means to prove that a message was actually transmitted free of signal interference. Using **SENTINEL**, customers are able to prove that messages were transmitted over the air free of interference and defend against lawsuits and claims that messages were never transmitted.

SENTINEL is protected under a USA patent and in operation at many Hospitals.



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