

## SCHEDULED RETRANSMISSIONS

**Q:** In the AMR under the Transmit Schedules tab, what is the different between ‘R’ and ‘S’ in the ‘Rxmt’ box? Some of my clients want a “recap” of all messages at the end of a day. Which should I use?

**A:** Rxmt stands for "retransmit". The letter code in this field controls whether or not SDM will retransmit a message at the scheduled time in the circumstance that the message has already been sent at least once by the specified method (email, fax, etc.)

The most common setting in this field is ‘S’, which allows you, for instance, to email messages to a client’s phone throughout the day, but also email a “recap” to the office the next morning.

The settings are defined as follows:

- ◆ If Rxmt is set to ‘S’, then a message will be sent only if it has never been sent by the specified method at a scheduled time. If the message was sent manually using the method, it would still qualify to be sent.
- ◆ If Rxmt is set to ‘R’, then every message in the specified list or lists will be sent, regardless of its prior transmit history.
- ◆ If Rxmt is left blank, then a message will be sent only if it has never been sent by the specified method, regardless whether it was manually or at a scheduled time.
- ◆ It can be derived from this that if a message has not yet been sent by the specified method, then it will be sent regardless of the setting in the Rxmt field.

**NOTE: Messages with pending page tickets attached are never included because it is assumed these messages are still being dispatched and awaiting confirmation of receipt. Transmitting them at a scheduled time could affect their delivery status and interfere with this process.**

An ‘R’ is rarely used in the Rxmt field because it means every Active message on the designated list(s) would be sent every time.

A potential use for this might be on an account where you need to continue sending a message to a client every 15 minutes until he responds.

Rather than using a page ticket, you could set up a scheduled transmission every 15 minutes with an ‘R’ in the Rxmt field, Undelivered List only. (as shown in this screenshot)

Once the message is moved to the Delivered list, it would no longer be included in future transmissions.

(Make sure to uncheck “Mark Delivered...” as that would down-file the message the first time.)

