Spectrum Data Manager and Communications Server R2-08 Update

Overview

This update to the Spectrum Data Manager system is a scheduled release that contains improvements and corrections to various parts of the system, as well as selected enhancements available as of the time of this release.

The sections that follow provide detail on each enhancement to the system. The various changes and corrections to the programs are listed at the end of the document.

| Software Updated in Release 2 — 2008	
Spectrum Data Manager Version 5.8.2	
Alpha Server	**Version 2.6.0**
Email Server	**Version 3.0.1**
Fax Server	**Version 4.3.0**
SMS Server	**Version 1.5.1**
Spectrum Agent	**Version 4.3.2**

Installing the Update

Included in your shipment are instructions for updating each of the affected system components along with their corresponding update CDs. These include:

1. *Spectrum Data Manager* R2-08

2. *Spectrum Comm Server* R2-08

3. *Spectrum Agent Station* R2-08

4. *Spectrum SMS Server Installation*

The updates should be applied in the order listed above, starting with Spectrum Data Manager. All updates will need to be applied before all new features are available.
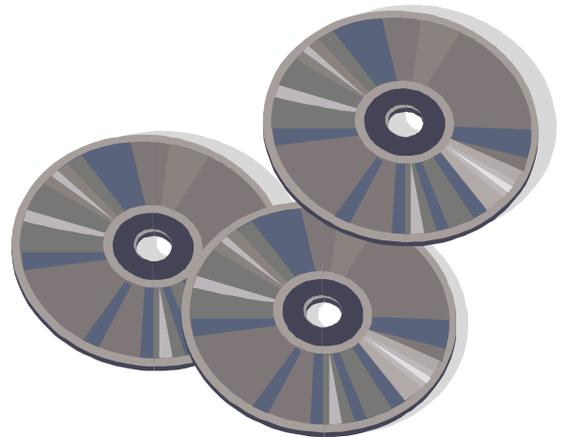
Carefully review the enclosed instructions and call with any questions. Phone support for the update is available from 9:00 AM to 5:00 PM Central Time at (314) 426-7662.

SMS Server

Overview

A new program has been added to the family of Communications Server programs, the SMS Server. The SMS Server supports true SMS Text Messaging via wireless modem, thus providing a direct text messaging path to cell phones and other SMS-capable devices.

Prior to this update, text messaging to cell phones was possible only via Email or alpha paging (if supported by the cell phone carrier). Email is at times subject to delays inherent in its Internet-based implementation, but with the SMS Server, the Internet is not involved. The message follows a path from your wireless modem (which emulates a cell phone) to a cell-tower, and from there to a Mobile Switching Center. It is then forwarded via the cell-carrier network to the client cell phone, usually within seconds.
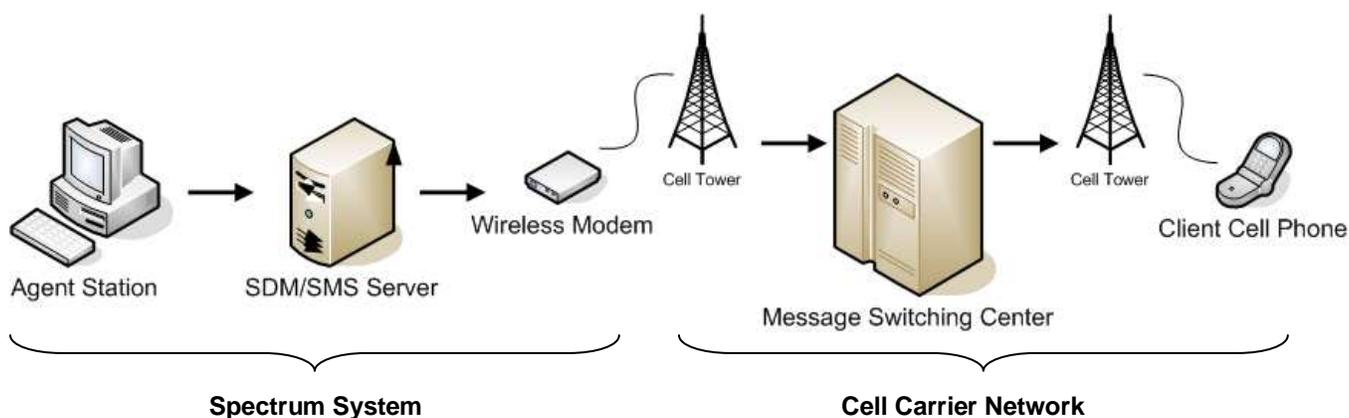
The wireless modem, like an alpha modem, is connected via serial interface to the computer running the SMS Server software. Commands and status are exchanged between the SMS Server and the wireless modem in a manner very similar to that used by the Alpha Server and its modems; but unlike the alpha modem, which communicates via a phone line to an alpha terminal, the SMS modem establishes a wireless connection to the nearest cell tower for its chosen carrier. Necessary considerations for selection of the wireless modem and carrier, as well as the installation process, are described in the *SMS Server Installation Guide* which accompanies this update.

Spectrum Data Manager Enhancements for SMS

Spectrum Data Manager has been enhanced to facilitate use of the SMS Server. Since SMS text messaging is most nearly like alpha paging, SDM will now allow an SMS cell phone number to be used virtually interchangeably with an alpha pager id. Rather than specifying the alpha terminal id, you would substitute the designator 'SMS', and the 10-digit cell phone number would substitute for the alpha pager id.

For example, the following hypertext commands will send a message to the cell phone 3145551212:

      {Send message to cell phone&ASMS:3145551212} or **<APSMS:3145551212>**

Later in this document, new hypertext commands that support Group SMS transmission are described.

SMS Server

The Account Setup Message Transmission tab has also been updated to support SMS.

Note that 'SMS' can now be entered in the 'Terminal' field if your client uses a cell phone rather than an alpha pager. SMS messages can be sequenced in a manner identical to alpha paging, and the size of individual messages can, if necessary, be controlled; however the default of 160 characters is the upper limit for most cell phones. As with email, your client can reply to an SMS message, causing it to be automatically down-filed. Check the 'SMS Reply' checkbox to enable this behavior. (Note that your client must use the 'Reply with Copy' option on their cell phone for this to work properly.)

SMS Server User Interface

The following sections describe the user interface of the SMS Server and the other enhancements made to Spectrum Data Manager to support it.

SMS Server Main Window

Below is the main window of the SMS Server.
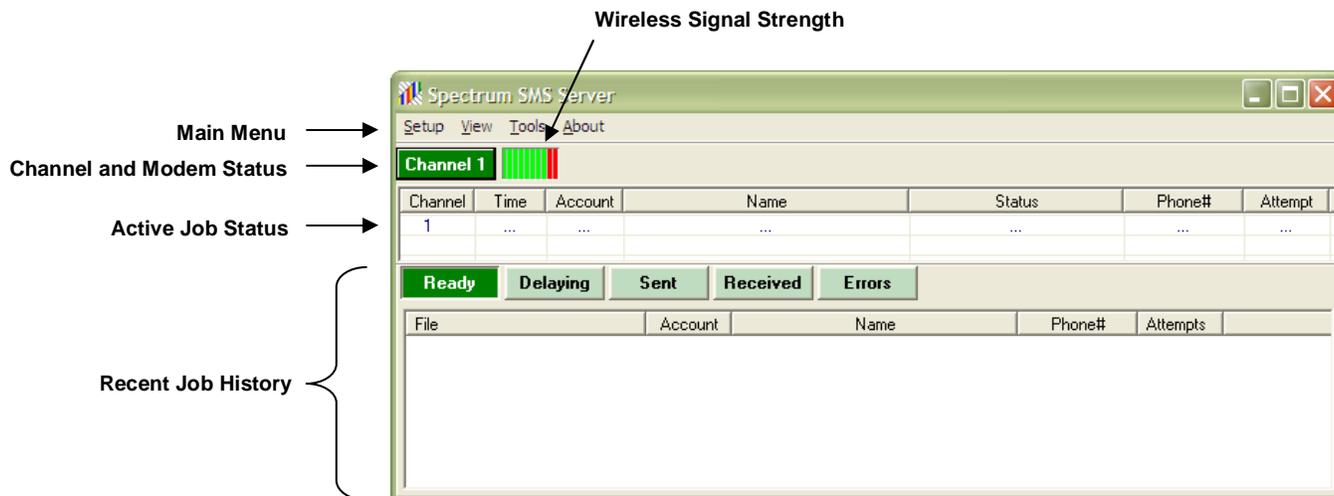
Note that the screen layout is similar to that of the Alpha, Fax and Email Server programs.

Main Menu

The Main Menu allows access to the various setup options, logs and tools. The following sections describe the functions available from the Main Menu.

SMS Server

Setup Menu

The 'Setup Menu' is depicted at right.

Port Configuration
SMS Groups
Inbound SMS Accounts
Email-to-SMS Gateway
Data Manager Interface

Exit

- *Port Configuration* is used to assign a COM Port to each wireless modem.

- An *SMS Group* consists of a list of one or more cell phone numbers, allowing a convenient way to send a single message to multiple recipients.

- By defining *Inbound SMS Accounts*, the SMS Server can map inbound SMS messages to a particular account and route them to an operator.

- The *Email-To-SMS Gateway* allows the SMS Server to receive email and send it back out as an SMS message to a designated cell phone.

- The *Data Manager Interface* is used to establish connectivity to the Spectrum Data Manager job folder. This is done in a manner identical to the approach taken with Alpha, Fax and Email.

Port Configuration

The SMS Server supports use of up to six channels. This means that six wireless modems can be sending or receiving messages concurrently. However, most installations will have only one wireless modem; therefore, if only one modem is used, assign its COM port to Channel 1 and mark all other channels 'Disabled'. Choose the 'Any' option for Channel 1 in the 'SMS Job Routing' section.

By default, the SMS Server will save the most recent 500 completed jobs. This setting can be changed as desired.

The 'Enable Detailed Logging' checkbox should normally be checked to allow logging of all activity at the SMS Server. This will facilitate problem resolution, should the need arise.

SMS Server

SMS Groups

An SMS Group allows multiple cell phones to be targeted by a single outbound message. When 'SMS Groups' is selected from the Setup Menu, the window at right will appear, allowing the creation and editing of SMS Group definitions.

Group Names

Comments (Optional)

List of Phone Numbers for selected Group
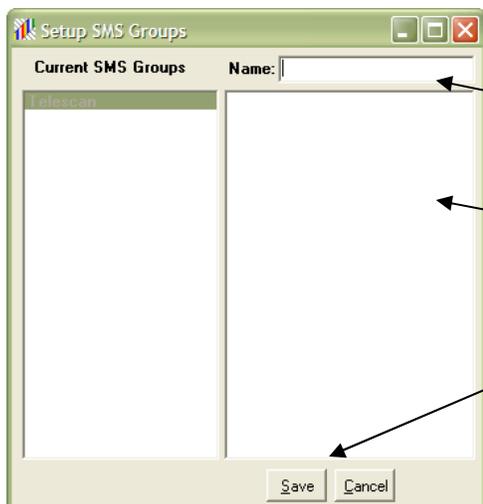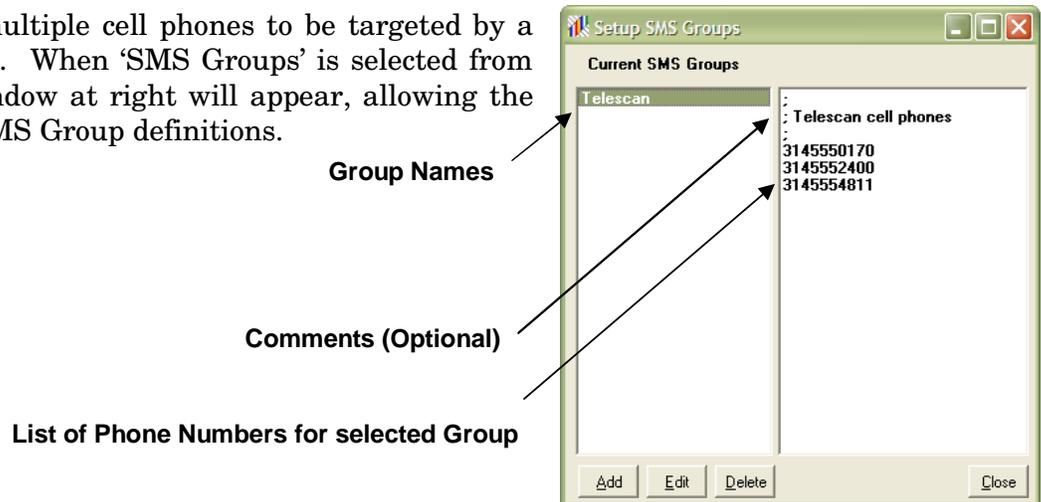
Click on the 'Add' button to create a new group. Enter the name of the Group in the 'Name' field. Group Names for SMS can be up to 11 characters in length, and can include numeric and alphabetic characters.

Cell Phone numbers are entered in the memo area, one cell phone number per line. Comments can be added and consist of lines that begin with a semi-colon (';').

Once the Group name and cell phone number entry is complete, click on the 'Save' button to save the group definition.

To edit an existing group, highlight its name in the list in the left panel and click on the 'Edit' button. Then make any desired changes to the memo area in the right panel. Click the 'Save' button to save the changes.

To delete an existing group, highlight its name in the list in the left panel and click on 'Delete'.

Once defined, a group name can be referenced in any context where an SMS cell phone number is valid. This includes the 'Pager ID/Phone' field in the AMR, the 'Alpha' field in the Page Ticket, and any hypertext command where an Alpha/SMS id is valid. (See the later section defining 'New Hypertext Commands' for an explanation of the special considerations for SMS Group references with hypertext commands.)

SMS Server

Inbound SMS Accounts

'Inbound SMS Accounts' allow selected clients to send SMS messages to an operator. Click on 'Inbound SMS Accounts' on the Setup Menu to access the 'Inbound SMS Accounts' table.

Depicted at right is the table which maintains the mapping between an inbound cell phone number and its corresponding account number.

To add an entry, click on the 'Add' button. The window depicted below will appear. Account numbers can be master or sub-accounts. A description can be added that will further identify the phone number. The phone number and the description will be included as a preface to inbound SMS messages presented to an operator.

Setup Inbound SMS Accounts

Account	Phone Number	Description
0000	3149550170	Bob V.'s Cell Phone
0000	3145552400	Nick's Cell Phone

Add   Change   Delete   Find   Find Next   Close

Add Inbound SMS Account

Account:

Phone Number:

Description:

OK   Cancel

To change or delete an existing entry, highlight the desired entry and click on the 'Change' or the 'Delete' button.

Click on the 'Find' button to search the table for a phone number.

'Inbound SMS' operates in a manner very similar to 'Inbound Email'. When an SMS message is received, the table is searched for a match with the sending phone number. If a match is found, the corresponding account number and description are retrieved, and the message is queued for processing by SDM. It is then presented as an 'Incomplete' message to an operator with dispatching capabilities. The 'For' field will indicate 'INBOUND SMS' and the body of the message will contain the sending phone number and description, as well as the text of the SMS message.

All inbound messages that are passed on to SDM are also placed in the 'Received' list and can be reviewed at the SMS Server.

SMS Server

Email-to-SMS Gateway

The SMS Server can function as a gateway for Email-to-SMS. This allows other applications, such as the Email Server and Spectrum Messenger to use the SMS Server to send text messages to cell phones.   See the later section in this document describing the enhancement to the Email Server designed for this purpose.

Select the 'Email-to-SMS Gateway' option on the 'Setup' menu to access the window depicted below.

Two options are available for accepting email.

- The SMS Server can function as an SMTP Server.

- The SMS Server can monitor a POP3 Mailbox.

SMTP Server

The first method — SMTP Server — allows the SMS Server to accept email directly from other programs. This is the method used to interface the Email Server and/or the Spectrum Messenger to the SMS Server. Other third party systems that share access to your internal LAN could also use this path. To enable this capability, check the 'Enable SMTP Server' checkbox. Most installations will use the default Port 25.

POP3 Mailbox

The SMS Server can also be configured to monitor a POP3 Mailbox. Enter the POP3 Server Name, the Account Name and the Password for the mailbox. Use port 110 unless your ISP instructs you to use a different port. Also consult your ISP as to whether or not you need to use 'Secure Sockets Layer' (SSL).

Default Options

Typically, email that is received by the SMS Server, either via SMTP or POP3, will identify the targeted cell phone by placing the 10-digit phone number in the username portion of the email address.   For instance, 3145551212@company.net as the target email address would cause the message to be sent via SMS to cell phone 3145551212. To enable this mode of operation, check the 'Allow Username in target Email Address to be Phone Number' checkbox.

Other 'Default Options' allow extra information to be sent along with the text message. Anything that is entered in the 'From' field will preface the body of the email message as it is sent to the cell phone. In addition, the 'Subject' field of the email can be pre-pended to the message, and the 'Sender Address' can optionally be tacked on to the end of the message. If you want just the message portion of the email to be passed along, leave the latter two checkboxes unchecked and leave the 'From' field blank.

SMS Server

Custom Options

If the cell phone number does not form part of the targeted email address, or if you want to customize the formatting options for a particular phone number, you can create an entry in the 'Email Address Table'. Click on the 'Map target Email Address to Phone Number via Table' checkbox. A window will appear like the one below that shows the current mapping table.
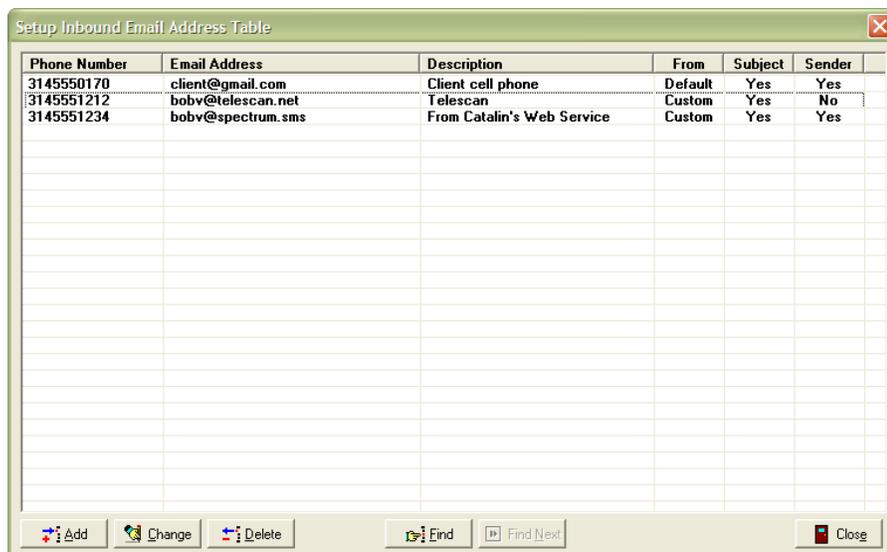
Click on the 'Add' button to add a new entry.

To change an existing entry, highlight it and click on the 'Change' button.

To delete an entry, highlight it and click on the 'Delete' button.

Click on the 'Find' button to search for a phone number.

When adding or changing an entry, the window at the right will appear. This window allows you to customize the format of the SMS text message for each entry in the table.

The 'Sender Identification' options allow you to use the default 'From' field, the customized 'Description', or neither as an identification of the sender within the SMS text message.

The 'Email Fields', which include the Subject and the Sender Address, can optionally be inserted before and after the SMS text message.

SMS Server

Data Manager Interface

Like the other Communications Server programs, the SMS Server needs to know location of Spectrum Data Manager's job folder.   Select the 'Data Manager Interface' option on the 'Setup' menu to access the window depicted below.
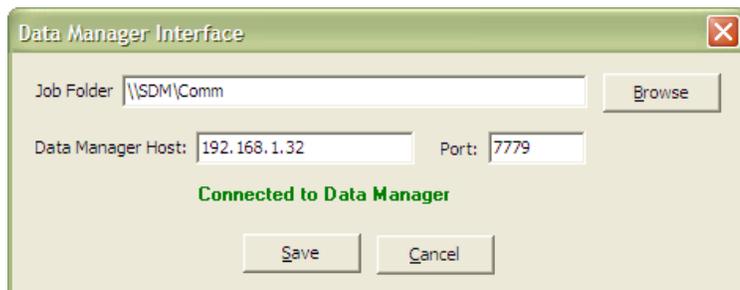
Click the 'Browse' button to navigate to the 'Spectrum\Comm' folder. If the SMS Server is running on the same computer as Spectrum Data Manager, this will be a folder on the local computer, typically at 'D:\Spectrum\Comm'. If SMS Server is on a separate computer from Spectrum Data Manager, the job folder will need to be reachable as a shared folder over the network.

The IP Address of the computer hosting Spectrum Data Manager will need to be identified in the 'Data Manager Host' field. The Port number should be set to the default of 7779.

Click the 'Save' button to activate the settings. At that point, the SMS Server can begin accessing its jobs.

Enabling SMS on the Spectrum Data Manager

In order to send jobs to the SMS Server from Spectrum Data Manager, the latter's configuration settings must be established so as to support SMS. This is accomplished via remote support with a Telescan service representative.

Prior to enabling SMS on Spectrum Data Manager, you should first establish your account with your cell phone carrier, and install the SMS Server program and wireless modem. At that point, you will be ready to take advantage of the SMS feature and will be prepared to enable its use on Spectrum Data Manager.
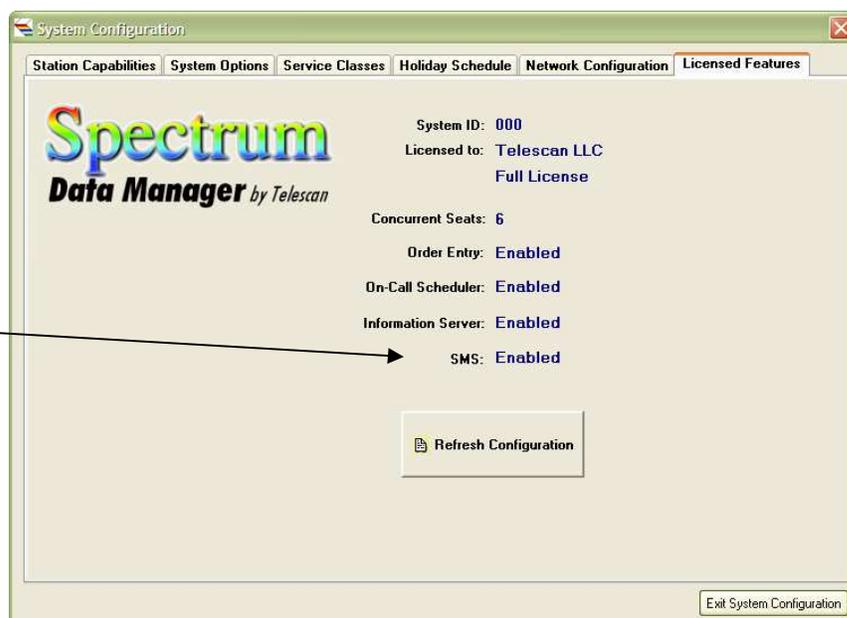
Email Server Enhancements

The Email Server has been enhanced to allow it to interface to the SMS Server for the purpose of re-directing all or portions of an existing Email group to SMS. This has been done to facilitate a transition of clients to SMS transmission, without the immediate need for editing information screens or revising dispatching procedures.

If the SMS Server is installed and on-line, the Email Server can re-direct specified members of an Email group to the SMS Server. The first step is to establish the network address of the SMS Server. Choose 'Setup' from the Main Menu and then choose 'SMS Gateway'. The following window will appear.

Enter the IP Address of the SMS Server and click 'Apply'. Typically, the SMS Server will be running on the same computer as the Email Server, so 127.0.0.1 would be entered. If the SMS Server is not running on the same computer as the Email Server, then enter the IP Address of the computer that is hosting the SMS Server program.

Once the address of the SMS Server is established, Email group definitions can be selectively modified to re-direct email for the group to the SMS Server for transmission to the client cell phones. At right is an example of the method for redirecting an email address to the SMS Server. The technique is to preface the email address with 'SG:' as shown. This will cause the Email Server to pass the message to the SMS Server, along with the designated address containing the phone number. The SMS Server will then transmit the message via SMS to that cell phone. This will be repeated for each such member in the group that is prefaced with SG:.

Alpha Server Enhancements

The Alpha Server has been enhanced to support Group Paging. A new selection has been added to the 'Setup' Menu — 'Group Alpha'. The group function for Alpha is very similar to the approach taken for Email and SMS.

When selected, the window at right will appear, allowing the creation and editing of Alpha Group definitions. Click on the 'Add' button to create a new group. To edit an existing group, highlight its name in the list in the left panel and click on the 'Edit' button. To delete an existing group, highlight its name in the list in the left panel and click on 'Delete'.

A group name can consist of 1 to 11 alphabetic or numeric characters.

Note that all pagers in the group must be serviced by the same Alpha Terminal.

Group Names

List of Pagers for selected Group
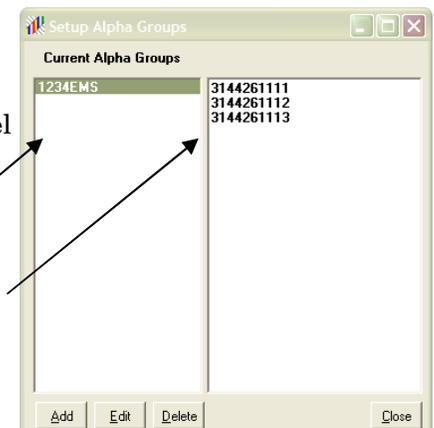
Enhancements to Spectrum Data Manager

Enhanced Hypertext Commands — 'E' and 'A'

The 'E' command (for emailing) has been enhanced. To review, the general syntax of the 'E' command is as follows:

    Efa

where 'E' is the command code, 'f' is a single-character text filter code, and 'a' is an email address.

For example: `{Send email&E1service@telescan.net}`

Spectrum Data Manager now supports a new text filter code for the 'E' command — 'P'. This code will cause the email message to be formatted as if it were using the 'AP' email format.

For example: `{Send email to cell phone&EP3145551212@vtext.com}`

The 'P' filter code will produce the highest level of text filtering and is appropriate for use when emailing to a cell phone or other similar mobile device. Prior to this update, it was not possible to achieve this level of filtering via the 'E' command.

The 'A' command has been enhanced to accommodate SMS. The syntax is the same, but rather than specifying an Alpha Terminal ID, you enter 'SMS' in its place to indicate an SMS transmission. For example:

    `{Send SMS to client&ASMS:3145551212}` or `<ASMS:3145551212>` or `<APSMS:3145551212>`

This extension to the syntax allows SMS transmission to be performed in a manner that is virtually identical to Alpha Paging.

New Hypertext Command — 'a'

A new command code has been added to support SMS Group and Alpha Group transmission. The new command code is 'a' (lowercase 'A'). Since SMS and Alpha Group names can contain alphabetic characters, the existing 'A' command will not reliably accommodate a reference to a group. Hence the need for a new command code.

The syntax of the 'a' command is identical to the 'A' command, except that if the 'a' command is nested in a multi-command sequence, you must use '/' (Forward-slash) to terminate the group name. For example:

    `{Send to Alpha Group&a1:6100EMS}`

or   `{Send to Alpha Group via page ticket&a1:6100PCI/RA10}`

or   `{Send to SMS Group via page ticket&aSMS:4350EMS/RA10}`

The '<…>' syntax is also supported, for example: `<aSMS:4350EMS>` or `<aPSMS:4350EMS>`

Since nested commands are not allowed in this syntax, there is never a need here for the '/' terminator.

Enhancements to Spectrum Data Manager

Re-Paging a Message

Spectrum Data Manager now supports the ability to re-initiate page ticket processing on a message that has page tickets attached and is not currently on a station page list. This can be accomplished by pressing the 'Page' key when selecting or viewing the message, either from the 'Undelivered' or the 'Delivered' list. The following prompt will appear, asking for a confirmation of the desire to attach a new page ticket to the message.

The operator should press 'Y' to continue, or any other key to cancel. If the message was on the 'Delivered' list, it will be automatically undelivered prior to attaching the new page ticket. When re-paging a message that had prior page tickets, the new page ticket will be presented to the current operator, even if they do not qualify as a dispatcher. If the message had no prior page tickets, it will be routed to a dispatcher (possibly the current operator), as before.

Time-stamp Locate Instructions using Client's Time Zone

A new checkbox on the 'Setup|Station Capabilities' tab, if checked, will cause Locate and Expanded Locate Instructions to be time-stamped in the time zone of the client.

Inbound Message from Web Application

SDM is now capable of accepting an inbound message from the 'Web Messages' application. If you have provided your client access to their messages via the Web, they can now use the 'Send Message' link on the 'Web Messages' page to send a text message to an operator.
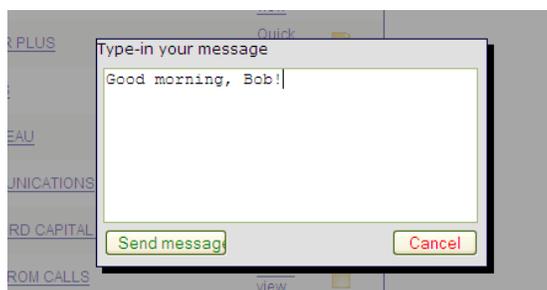
The pop-up window depicted on the left will appear, allowing your client to type a text message. Upon clicking the 'Send Message' button, the message will be routed to an operator with dispatching capabilities. The message is presented as an 'Incomplete', in the same manner that 'Inbound Email' and 'Inbound SMS' messages are presented. It will be presented in the context of the account active on the web page at the time the 'Send Message' function was activated.

The 'For' field will indicate 'INBOUND WEB MSG' and the message area will show who the message is from, as well as the message text. The 'From' field contains the 'Web Messages' User Name of the client that sent the message. Below is an example of such a message after it has been filed.

Enhancements to Spectrum Data Manager

New Account Totals

Three new totals have been added to Spectrum Data Manager. These new totals allow tracking of outbound SMS messages, as well as inbound SMS and inbound Email messages.

Outbound SMS

This total is a count of the number of SMS messages transmitted for the account.

Inbound Email

This total is a count of the number of Inbound Email messages received for the account.

Inbound SMS

This total is a count of the number of Inbound SMS messages received for the account.

The new totals may be viewed on the 'View|Active Totals' window from the main SDM interface, as depicted at right.

The new totals can also be included in a custom "Extract Totals-to-Text". Their field headers are as follows:

SMSMsgs	– Outbound SMS	
InbEmail	– Inbound Email	
InbSMS	– Inbound SMS	

The setup window for the custom extraction includes checkboxes for the new fields.

Calls Answered:	0	Calls Received:	0
No Message Calls:	0	Announcements:	0
Messages Entered:	51	Removed:	0
Delivered:	91	Saved:	0
Locates:	4	IFS Deliv:	1
Page Tickets:	32	Reminders:	12
Type D Page Tkts:	0	Dispatch Tickets:	0
Inbound Patch Time:	0:00	Patch Tickets:	0
Patch Units:	0	Outbound Patch Setup:	0:00
Answer Time:	0:00	Outbound Patch Time:	0:00
Hold Time:	0:00	Non-Patch Dials:	0
Announce Time:	0:00	Non-Patch DialOut:	0:00
Announce Hold Time:	0:00	LD Calls:	0
Opr Record Time:	0:00	LD Dialout:	0:00
Opr Recordings:	0	Local Dialout:	0:00
Msgs Transmitted:	152	Inb-Outb Patches:	0
FAX:	2	Outb-Outb Patches:	0
Alpha:	1	Meet-Me Patches:	0
Email:	132		
SMS:	17	General Total 0:	0
Fax Dialouts:	7	1:	0
Fax Connects:	2	2:	0
Fax Time:	0:20	3:	0
Alpha Dialouts:	8	4:	0
Alpha Connects:	1	5:	0
Alpha Time:	0:25	6:	0
Email Out Time:	11:00	7:	0
Inbound Email Msgs:	6	8:	0
Inbound SMS Msgs:	8	9:	0
Acct Maintenance:	10:13	Editing Locates:	3:33
Entering Msgs:	33:36	Delivering Msgs:	146:49
Page/Dispatch Tkt:	16:36	Processing IFs:	0:02
Patch Tkt:	0:00	Reminders:	0:17
Enter/Update Order:	0:00	Review Order:	0:00

TOTALS LAST CLEARED ON: 21-MAR-08 02:10 PM

'Last Cleared Date' for Account Totals

When viewing 'Active Totals', the system will now display the date and time that the totals for the displayed account were last cleared. This date-time stamp will appear just below the totals, as depicted above. This date-time stamp will not be available until the totals are cleared the first time after updating SDM to the R2-08 version.

Enhancements to Spectrum Data Manager

Minimum Usage Billing in 6-second Increments

The 'Minimum Usage Billing' field in the Account Master Record will now accept a '0' as an indication that the account is to be billed in 6-second increments. To recap the available values for this field, they are as follows:

> '0'   6-second Increments
> '1'   15-second Increments
> '2'   30-second Increments
> '3'   60-second Increments

If the 'Minimum Usage Billing' field is blank or contains any other value, billing is done accurate to the second.

Form Template Backup

Spectrum Data Manager will now back up the Form Templates on a daily basis. This is done immediately following the Account Backup procedure.

The status of the most recent 'Form Template' backup is noted on the 'Backup Status' screen, just below the 'Account Backup' summary. It shows the total number of Forms, with the Template Page count in parenthesis.

Form Template Restore

A new tool has been added to allow one or more Form Templates to be restored from a backup. When selected, this tool first prompts for the selection of a backup file. By default, these files are stored in the folder 'Spectrum\Backup\Forms'. The file names begin with 'FB$' and contain the year and date that the backup was taken.

After selecting a backup file, a window like the one at left will appear. Select the desired form or forms using the mouse; then click on the 'Restore Selected' button. The selected forms will be restored, observing the rule specified if the form already exists.

When the form restoration is complete, a summary window will appear.

Enhancements to Spectrum Data Manager

Copy Fields from Template Account

A new tool has been added to the 'Tool' Menu — 'Copy Fields from Template Account'.   The purpose of this tool is to allow fields from a 'template' account to be mass-copied to one or more target accounts.

When selected, the following window appears.

The 'template' or source account is entered in the 'Template Account' field (upper left). All the fields to be copied are then selected using the appropriate checkboxes.   Next, the target account or accounts are selected from the list. This is done by clicking on an account and using the Ctrl-key or Shift-key appropriately to select individual accounts or a range of accounts. Finally, the 'Copy' button in the lower-left is clicked to execute the copy.

Two levels of confirmation are requested before the copy operation is performed.

A new operator capability has been added to allow control to be exercised over who can use this tool. This is found under the 'Accounts' capabilities list.

Enhancements to Spectrum Agent

Operator Alert

Some flexibility has been introduced in the presentation of the Operator Alert window. In addition to pressing the 'SpaceBar' to close the window, it can now be minimized by pressing the letter 'M' or by clicking on the 'Minimize' button in the upper right corner of the window. Later, when the operator wants to review the Alert, it can be restored by clicking on its 'Restore' button.

Alternatively, using the mouse, the Alert Window can be moved to the side of the Agent window and keyboard focus given back to the main Agent window. While the Alert window is on display, but not focused, its 'SpaceBar' and 'Minimize' buttons are removed. If the operator proceeds to change the displayed account, the Alert window will close.
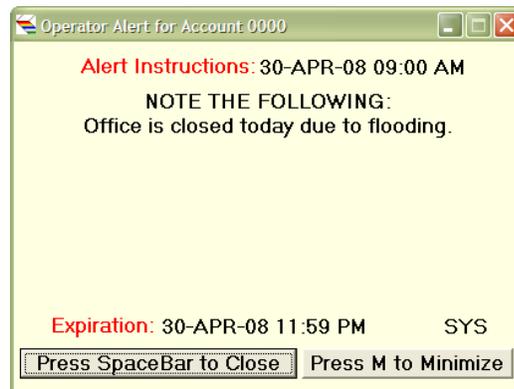
Speaker Volume Control

A checkbox has been added to the 'Multimedia Options' panel on the 'Phone' tab of the Agent Configuration window. The 'Use Windows to Control Volume' checkbox, if checked, will instruct the Agent software to bypass adjusting the speaker volume, allowing it to be controlled exclusively by the Windows Volume Control setting.

Enhanced Interface for Exacom Voice Logger

A new option has been added to the 'Enhanced Voice Logger Interface' on the 'General' tab of the Agent's Configuration Window. 'Exacom (Network)' can now be selected as an alternative for those systems which have been using the 'Exacom (File-Based)' option. With this new capability, the Agent communicates directly with the Exacom logger via TCP/IP, rather than through the intermediary software provided by Exacom at each station.

Duplicate Station ID Notification

The Agent program will now present an expanded notification window when alerting the operator about a 'Duplicate Station ID' condition. This condition can occur with remote operators due to poor or intermittent Internet connectivity. In order to facilitate a recovery in these circumstances, a 'Reconnect' button has been added.

If the station is in fact attempting to use an ID that is already in use, clicking the 'Change Station ID' button will go directly to the 'Network' tab on the Configuration window, thus facilitating a change to the chosen ID.
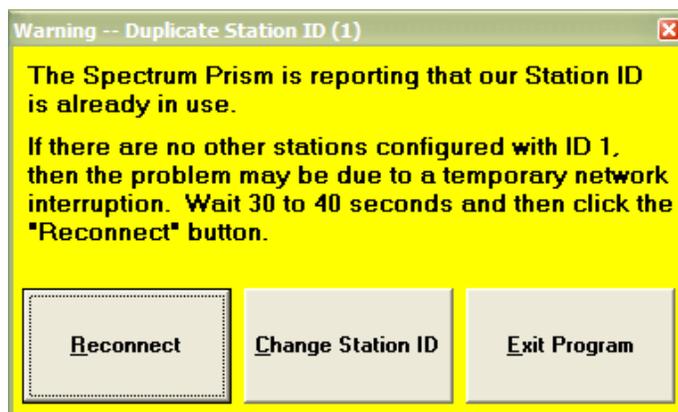
Spectrum

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Email: service@telescan.net

Changes and Corrections

This update incorporates the following changes and corrections:

1. When a 'Delaying' job is moved back to the 'Ready' list in the Fax Server, it will now be placed at the top of the 'Ready' list rather than at the bottom.

2. The Fax Server will now log the Max Transmit Speed along with the other job details when a fax job completes.

3. A checkbox has been added to the 'Setup|Station Capabilities' window to enable or disable the 'Priority Dispatch' capability. This affects the order in which 'Incomplete Pages' are presented to dispatch operators. When enabled, priority accounts are queued ahead of non-priority accounts. This capability is enabled by default, but can be disabled so as to use the 'First-In First-Out' queuing method.

4. Prior to this update, when formatting a Page Ticket for printing, SDM ignored the phone number field if the message had been transmitted via email or alpha. SDM will now always include the phone number field if it is non-blank.

5. A correction has been made to the Alpha Server such that, when instructed to do so, it will now properly delete all pending jobs.

6. A correction has been made to the Alpha Server in its handling of a channel that has been designated to only process jobs directed to a specific channel.

7. A correction has been made to SDM in the handling of a default 'copy-to' account. The default account number can now be manually overridden by the operator. A problem has been corrected that manifested when the feature was enhanced to allow a master and sub-account to be designated as the default.

8. A correction has been made to SDM in the handling of an Inbound-to-Outbound patch attempt. If the outbound call cleared without making the patch, a call record for the outbound call was not being written. This has been corrected.

9. The Account Backup process in SDM now exercises a limit on the number of information screen pages that can be backed up for a particular account. This is done to prevent the backup process from stalling in the presence of a database problem.

10. The Agent program will now allow a 'stuck' Order Entry window to be manually closed. This condition has been reported to happen, albeit rarely, when a new order has been filed. This improvement will allow a graceful recovery and continuation of agent processing to take place.