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Applications are always firing!

Call-Alert Call Notification System

Call-Alert is a web based application that will automatically send e-mail or text and audio notification to Cisco IP phones when a specific number is dialed, or when a specific user dials a number. The system administrator first defines triggers which match source and/or destination phone numbers. Then, actions are defined which determine whether e-mail is sent or a phone(s) is messaged. Finally, templates which are associated with an action can be easily created to define the message that is sent.

Features and Benefits

- Provides proactive event notification
- Sends text and tone based messages to Cisco 7940/41, 7960/61, 7970/71 and Cisco IP Communicator V1 phones
- Sends e-mail event notifications based on a user defined template
- Web interface built upon Microsoft .NET allows the user to manage event triggers, actions, and message templates
- Syn-Apps delivers only superbly engineered products. They all feature:
 - Setup with configuration wizard
 - Support for CallManager version 3.2, 3.3, 4.x, 5.x, and 6.x.
 - SQL Server or MSDE databases
 - Built-in support features, enabling us to quickly detect and correct problems if they appear
 - Uses only Cisco approved methods to obtain phone information

System Requirements

Application Server

- Microsoft .Net 1.1
- Windows 2000 or 2003 Server
- Syn-Apps Core Components
- Microsoft IIS
- 512 megabytes of system memory
- 1 gigabyte of hard disk space

Cisco CallManager Support

- Cisco CallManager versions 3.2, 3.3, 4.x, 5.x, and 6.x.
- All servers must have the same CallManager version and Administrative ID and password.
- If applicable, all back-up CallManager servers must use the same SQL SA ID and password.
- Web Access to IP Phones can not be disabled in CallManager
- Cisco TSP installation required in order to enable TAPI Service Provider.

