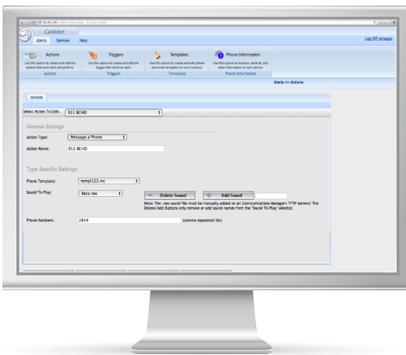


# CallAlert™

Call Notification System

CallAlert is a web based application that automatically sends email, text, and audio notifications to Cisco IP phones when a specific user or number is dialed. With the growing concerns surrounding security issues, Syn-Apps continues to enhance the features and functionality of CallAlert to increase security, usability, and responsiveness during emergency situations.



## REQUEST A FREE TRIAL

To learn more about any of Syn-Apps award-winning software or hardware solutions for enterprise notification and paging, please contact us at:

**Phone:** 480-664-6071  
**Email:** sales@syn-apps.com  
**Web:** www.syn-apps.com

## Streamline Your Call Notifications, Enhancing Security and Responsiveness with CallAlert™

CallAlert provides the following features:

- Call Tracking - Monitor incoming & outgoing calls (i.e. 911)
- SA-Announce Integration
- IP Phone Notifications
- E-mail Notifications
- Mobile Notifications
- Integrate with IP camera vendors
- Customizable Alerts and Message Templates

Alerts are delivered instantly, enabling a new level of responsiveness for any scenario. Reducing response time and removing the guesswork of locating the emergency or dialed phone adds significant value to your organization.

## CallAlert Key Features & Benefits

**Proactive Event Notification:** System administrators define alert triggers and actions to notify specific users when any number is dialed. These include:

- E-mail Notifications - Specified personnel will be notified via email and SMS text when a specific number is dialed.
- IP Phone Notifications - Send text and tone notifications to any XML enabled phone on the network including the Source or Target phones.
- SA-Announce Integration - If SA-Announce is installed on the same server, CallAlert can initiate an SA-Announce Emergency Alert, extending notification capabilities beyond the network to mobile devices.

**Increase Security:** Notify Security personnel of an outgoing '911' call and send critical information regarding the location via text and audio notifications.

**Call Tracking:** Monitor specific users or dialed digits to track phone usage:

- Monitor specific numbers users are dialing, such as 911 calls.
- Monitor calls to specific users, such as calls to "Extension XXXX"

**Message Templates:** Create action-associated templates which contain information such as:

- Phone extension
- Floor and Room Number (user location)
- Date & Time
- Additional information fields may be defined by the administrator.

**Customizable Subject:** Customize the subject line for email alerts.

**Deliver Images to Phones:** Integrate with IP camera vendors, delivering captured images to IP phones.

**Web Service:** Seamlessly create and modify custom actions, triggers, and templates using the web-based CallAlert user interface.

### The Perfect Fit for Any Environment

As the most feature-rich, flexible and scalable call notification solution on the market, CallAlert can fit into any environment with ease:

- Education K-12 & University
- IT Services
- Higher Education
- Healthcare
- Retail
- Telcos
- Manufacturing
- Government (Federal, State, Local)
- Hospitality
- Finance & Legal
- Construction
- Transportation

CallAlert improves network-wide communication, security, emergency responsiveness, and overall productivity of your environment.

CallAlert combined with Syn-Apps' software and hardware solutions enables enterprise-wide paging and notification delivery for every scenario.

### TECHNICAL SPECS

The following is a list of technical requirements, product support and compatibility specifications:

#### Application Server Requirements:

- Microsoft .NET 3.5
- Windows 2003, 2008, or 2012 Server SP2 (32 or 64 bit)
- SQL Server 2005/2008 (Express or above)
- Microsoft IIS
- 2G of system memory
- Recommend Intel Core 2 Duo

#### CUCM Support:

- 3.x
- 4.x
- 5.x
- 6.x
- 7.x
- 8.x
- 9.x
- 10.x
- 11.x
- 12.x

#### Phone Compatibility:

- All XML-enabled Cisco phones

### ABOUT SYN-APPS

Syn-Apps brings unified communication based emergency and non-emergency notification solutions to organizations around the globe. Education, Healthcare, Retail and Corporate entities use Syn-Apps solutions for advanced critical communication, paging, marketing and 911 alerting. Syn-Apps also provides call recording and reporting to address compliance requirements.

To learn more about Syn-Apps or any of our paging and mass notification solutions, visit us at [www.syn-apps.com](http://www.syn-apps.com).