



Call Alert Call Notification System User Manual Version 8.0.15

© 2018 Syn-Apps

Call Alert Call Notification System

Overview

by Syn-Apps

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.

About Syn-Apps

Syn-Apps L.L.C. was founded in 2001 as a consulting firm focused on developing software for IP telephony platforms. Since that time, Syn-Apps has evolved as a market leader in enterprise-wide paging and notification solutions designed to improve business processes, increase safety, and streamline internal and external communication. Since 2001, over 2,000 organizations have integrated our notification software with phones, paging systems, IP speakers, and hundreds of other internal systems and services.

Syn-Apps has an extensive knowledge base in numerous development technologies. In addition, Syn-Apps has a strong background in network design and networking fundamentals. We believe this combination of experience in a broad range of technologies allows us to offer our customers an end-to-end application development solution.

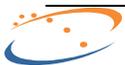
We believe that in order to have a successful application deployment, one should not only understand the development environment, but also understand how the application will interact with the rest of network. Syn-Apps has extensive networking experience based on a number of network development and design projects for many Fortune 100 companies. We believe that this enables us to become a valuable asset to any development team.

Syn-Apps developers have a wide variety of development experience in many diverse industries. Our developers have been employed by, or consulted for companies such as Oracle, Microsoft, Cisco, General Motors, General Dynamics, Bloomberg, and many others. All of our developers have a keen understanding of the software development life cycle and know how to develop successful applications.

At Syn-Apps we understand the importance of a team environment and are comfortable developing and sharing information to ensure that the best of breed product is produced.

Table of Contents

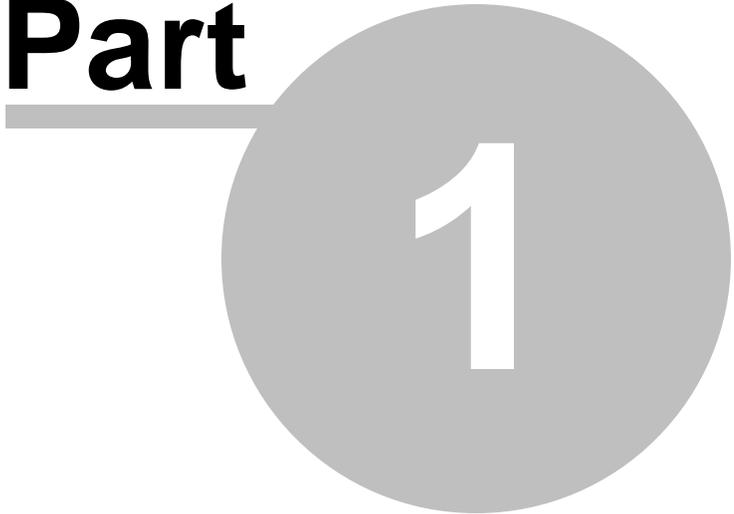
Part 1 Call Alert: Overview	7
Part 2 Call Alert: Features	9
Part 3 System Requirements	11
1 Application Server Requirements.....	12
Windows 2003 Server	13
Windows 2008 Server	14
Disabling UAC.....	15
Disabling Public Firew all.....	16
Disabling IE Enhanced Security.....	17
Creating ASPNET User Account.....	18
Installing IIS.....	19
Installing ASP.NET.....	20
Windows 2012 Server	21
2 Cisco Communications Manager Requirements.....	22
Communications Manager 3.x	23
Communications Manager 4.x, 5.x, 6.x, 7.x	23
Authentication URL	24
3 Network Requirements.....	25
4 Cisco TSP Configuration.....	26
Create Application User	27
Install and Configure TSP	28
Part 4 Installation Procedure	30
Part 5 Configuration Utility	32
Part 6 Web Management Interface	35
1 Information Center.....	37
Part 7 Alerts	39
1 Creating and Modifying Actions.....	40
2 Creating and Modifying Triggers.....	42
3 Creating and Modifying Templates.....	44
4 Adding Phone Information.....	46
Part 8 Services	48
1 CallAlert Service.....	49
2 IP Phone Tests.....	50
Part 9 Help Tab	53
1 Post Install Instructions.....	54
2 Documentation.....	55



3	Prepare Report.....	56
Part 10	Appendix A - Activating SA-Announce Emergency Alerts	58
Part 11	Contact Syn-Apps Support	60

**Call Alert:
Overview**

Part



1

1 Call Alert: Overview

CallAlert Notification System

CallAlert 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 an 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. CallAlert also integrates with leading IP Camera vendors to allow delivery of snapshots to IP phones.

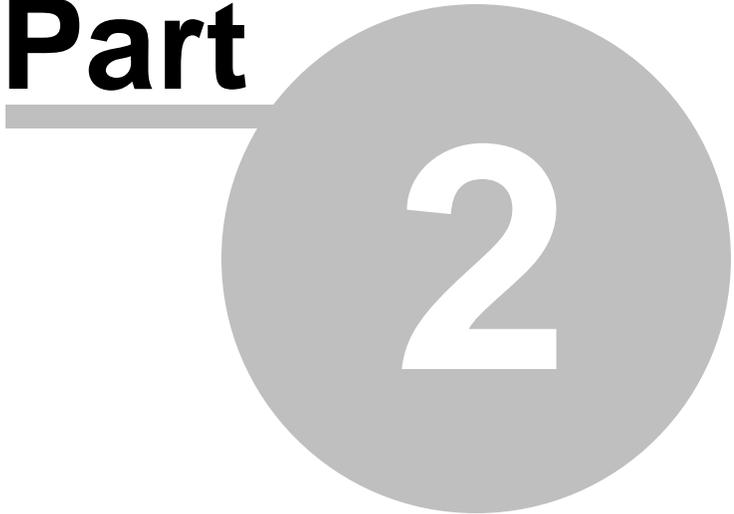
Recent feature additions for CallAlert include:

Feature	Description
CallAlert 8.0.15	
CUCM 10	CallAlert now supports CUCM 10.
CallAlert 8.0.14	
Windows 2012	CallAlert now supports Windows Server 2012.
CallAlert 8.0.10	
Windows x64 Support	CallAlert now supports Windows 2008 x64.
Enhanced Installer	Automated Installer will now install and configure all system dependencies without user intervention (requires internet access).
CallAlert 7.0.53	
Emergency Alert Integration	CallAlert now integrates with to dispatch Emergency Alert notifications. This integration allows CallAlert to deliver notifications to the entire range of enabled endpoints.
CallAlert 7.0.50	
Administration Interface Redesign	The CallAlert administration interface has been completely redesigned.

The CallAlert System has been created using ASP.NET 3.5 to provide a rich user interface. Menus and lists that contain multiple items are searchable, simply highlight the menu or list in question and begin to type, the selection indicator will select the first matching item in the list. Tables and grids are sortable by clicking on the column header or the column you wish to sort on. All entries in the GUI are validated on the client side to prevent typographical errors. Tables and grids that can contain thousands of entries use a client side caching model that will allow for good performance without overloading the client or server system.

**Call Alert:
Features**

Part



2

2 Call Alert: Features

Due to growing public concern surrounding security issues, Syn-Apps continues to enhance the features and functionality of CallAlert to increase security, usability, and responsiveness during emergency situations. CallAlert provides the following functionalities to fulfill any call notification requirement.

Feature	Description
Proactive Event Notification	<i>Notify specific users when any number is dialed</i>
E-Mail Notifications	Specified personnel will be notified via e-mail and/or SMS text when a specific number is dialed.
IP Phone Notifications	Send text and tone based notifications to any XML enabled phone on the network.
Emergency Alert Notifications	If is installed on the same server, CallAlert can initiate an Emergency Alert notification. This integration allows CallAlert to deliver notifications to the entire range of enabled end-points.
Message Templates	<i>Alert messages contain information such as</i>
Phone Details	Details of the calling or called lines such as extension number.
User Location	Location details for the calling and called phones.
User Details	User details of the calling and called phones such as user name.
Date and Time	The date and time of the call.
Call Tracking	<i>Monitor specific users and/or dialed digits to track phone usage. Administrators can monitor users with respect to:</i>
Dialed Digits	Specific numbers users are dialing (i.e. monitor all 911 calls)
Caller Tracking	Track all calls made from a particular phone extension.
Increase Campus Security	Notify Campus Security of an outgoing '911' call and send critical information regarding the location of the emergency via text and audio notification. This capability reduces response time and takes the guesswork out of locating the emergency on campus.

CallAlert is applicable in all environments; from small businesses to large corporation, from public to private sectors. CallAlert will ensure accurate call notification in the case of an emergency or for any call monitoring requirement. CallAlert has proven most effective in the following verticals:

Typical Uses	Typical Uses
Education K-12	IT Services
Higher Education	Hospitality
Retail	Healthcare
Manufacturing	Financial
Legal	Government
Construction	Transportation
Other	

System Requirements

Part

3

3 System Requirements

In order for CallAlert to function properly there are some system requirements that need to be met. Please review the system requirements before installing the product.

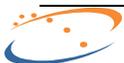
The CallAlert notification system requirements are organized into the following categories:

CallAlert Requirement	Description
Application Server Requirements	The hardware and software requirements for the server CallAlert is to be installed on.
Cisco Communications Manager Requirements	The Cisco Communications Manager Requirements.
Network Requirements	Network port usage and multicast setup information.

3.1 Application Server Requirements

The CallAlert application server must meet the following requirements:

Server Requirement	Description
Software Requirements	<i>Supported Versions</i>
Operating System	Windows 2003 (32-bit only) Windows 2008 SP2 (32-bit or 64-bit versions) Windows 2008 R2 Windows 2012 Note: See the following for server operating system requirement setup specifics: Windows 2003 Server Windows 2008 Server Windows 2012 Server
Microsoft .NET	Microsoft .NET 3.5 <i>*Automatically installed if the server has internet access (or download here) [Included with Windows 2008 R2]</i>
Microsoft SQL Server	Microsoft SQL Server 2000 or greater. <i>*SQL Express 2008 R2 SP1 is automatically installed if the server has internet access (or download here: 64-bit or 32-bit)</i>
Hardware Requirements	<i>Server hardware minimum requirements listed below</i>
CPU	Intel Core-2 Duo processor (minimum recommended)
Memory	2 GB of system memory (minimum requirement)
Hard Drive	10 GB of hard drive space (minimum requirement)



3.1.1 Windows 2003 Server

Windows 2003 Server Requirements

A number of Windows Components are required to be installed on Windows 2003 operating systems.

The CallAlert installer will attempt to enable all required options. If problems occur after installation then the installed components should be verified using the method below.

To install the required components open Windows Components on the application server. Navigate to **Start >> Control Panel >> Add Remove Programs**. In the **Add / Remove Programs** window, select the **Windows Components** button. When the **Windows Components** window appears, configure the following components as described:

Windows Component	Description
Internet Explorer Enhanced Security Configuration	<p>Internet Explorer Enhanced Security Configuration must be unchecked.</p> <p><input type="checkbox"/>  Internet Explorer Enhanced Security Configuration</p>
ASP.NET	<p>Under <i>Application Server</i> the ASP.NET check box must be checked.</p> <p><input checked="" type="checkbox"/>  Application Server <input checked="" type="checkbox"/>  ASP.NET</p>
Internet Information Services	<p>Under <i>Application Server>Internet Information Services>World Wide Web Service</i>: Active Server Pages and World Wide Web Service must be checked.</p> <p><input checked="" type="checkbox"/>  Application Server <input checked="" type="checkbox"/>  Internet Information Services (IIS) <input checked="" type="checkbox"/>  World Wide Web Service <input checked="" type="checkbox"/>  Active Server Pages <input checked="" type="checkbox"/>  World Wide Web Service</p>

3.1.2 Windows 2008 Server

Windows 2008 Server Requirements

The following tables describe the Windows 2008 server requirements for the CallAlert System.

Windows 2008 R1 systems only:

Windows 2008 R1 Req.	Description
Windows 2008 SP2	Please make sure that Windows 2008 SP2 has been installed, required for automatic configuration.
Microsoft .NET 3.5	If the application server does not have internet access make sure .net 3.5 has been installed (<i>download here</i>). Note: <i>If the application server does have internet access then the CallAlert configuration utility will automatically download and install ASP.NET 3.5.</i>

The following are required for all Windows 2008 servers:

Server Requirement	Description
Manual Setup Requirement	<i>These require manual setup.</i>
Disabling Public Firewall	Firewall must be disabled or set to allow access on the required ports (see Network Requirements).
Auto-Setup Requirement	<i>The installer should automatically complete these.</i>
Disabling IE Enhanced Security Configuration	IE Enhanced Security Configuration must be disabled to allow the website to function properly.
Creating ASPNET user account	
Installing Internet Information Service (IIS)	IIS is required for the product to function.
Installing ASP.NET	ASP.NET 3.5 is required for the product to function.
Recommended	<i>These are recommended items.</i>
Disabling User Account Control (UAC)	We recommend disabling UAC.



3.1.2.1 Disabling UAC

Disabling User Account Control (UAC)

To disable User Account Control on the application server (recommended) perform the following:

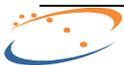
Disabling User Account Control	Description
Launch Control Panel	Lauch Start>> Control Panel on the application server.
Launch User Accounts	Under Control Panel, launch User Accounts .
Turn User Account Control on or off	Under User Accounts select Turn User Account Control on or off .
Disable UAC	Uncheck the Use User Account Control (UAC)... checkbox.
Click OK	Click OK to accept the changes.
Reboot	Windows will require a reboot. Please reboot the system.

3.1.2.2 Disabling Public Firewall

Disabling Public Firewall

To disable Public Firewall on the application server (required) perform the following:

Disabling Public Firewall	Description
Launch Server Manager	Start>> Server Manager or Right-Click on Computer and select Manage .
Select Windows Firewall	In Server Manager expand the Configuration item and select Windows Firewall . Select Go to Windows Firewall .
Select Windows Firewall Properties	In Windows Firewall Configuration click the Windows Firewall Properties link at the bottom of the page.
Switch Firewall Off	In Windows Firewall Properties click the Public Profile Tab. Switch Firewall State to Off .
Finalize Changes	Click OK . Public Profile's Firewall should now be off.



3.1.2.3 Disabling IE Enhanced Security

Disabling IE Enhanced Security Configuration

To disable IE Enhanced Security Configuration on the application server (required) perform the following:

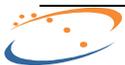
Disabling IE Enhanced Security	Description
Launch Server Manager	Start>> Server Manager or Right-Click on Computer and select Manage .
Select Configure IE ESC	Select the Configure IE ESC option at the bottom right.
Turn IE ESC Off	Click Off for both Administrators and Users.
Finalize Changes	Click OK .

3.1.2.4 Creating ASPNET User Account

Creating ASPNET user account

To create the ASPNET user account on the application server (required) perform the following:

Create ASPNET User Account	Description
Launch Server Manager	Start >>Server Manager or Right-Click on Computer and select Manage .
Add New User	Under Server Manager expand the Configuration item and expand Local Users and Groups . Right click the Users folder and select New User .
Configure New User	In the New User dialog create user with User name ASPNET . All other fields are optional. <i>***Account does not need to be active. Disable account if desired.</i>
Click Create	Click Create on the New User dialog to create the new user.



3.1.2.5 Installing IIS

Installing Internet Information Service (IIS)

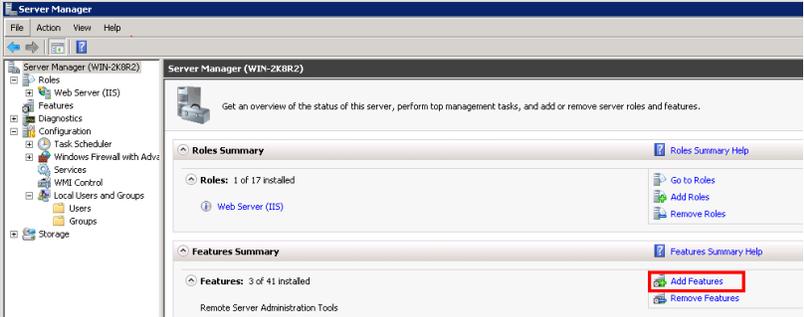
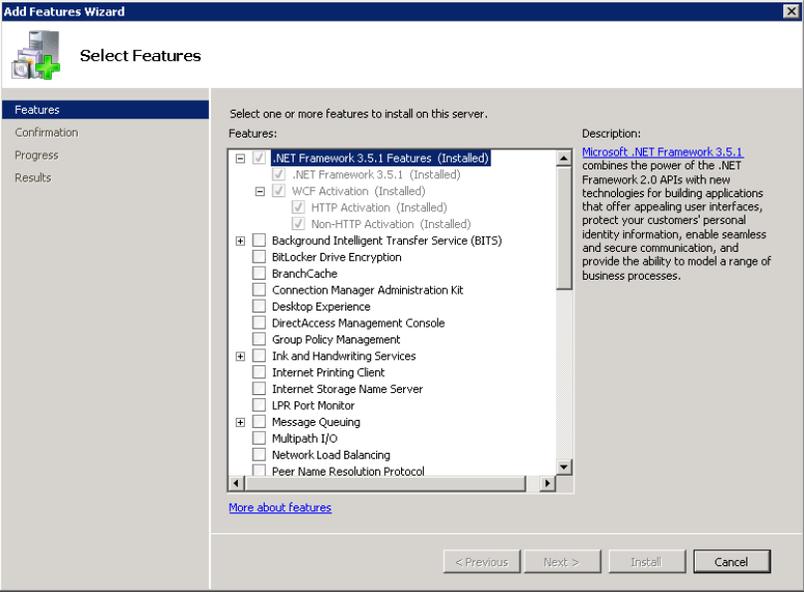
To install the IIS Role and required Features on the application server (required) perform the following:

Installing the IIS Role	Description
Launch Server Manager	Start >> Server Manager or Right-Click on Computer and select Manage .
Go to Roles	In Server Manager with Server Manager selected, select Go to Roles .
Select Server Roles	In the Add Roles Wizard select the Web Server (IIS) role and click Next .
Add Required Features	In the Add Roles Wizard click Add Required Features . The Add Roles Wizard will appear again, click Next to begin adding the required features.
Adding Role Services	<i>The required Role Services for the IIS role.</i>
Select Role Services	In the Add Roles Wizard (or Add Role Services Wizard if the Role was already installed) select ALL Role Services for the Web Server role: Click Next when all items have been selected to complete the installation.

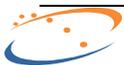
3.1.2.6 Installing ASP.NET

Installing the ASP.NET feature on Windows 2008

To install the ASP.NET Feature on the application server (required) perform the following:

Install ASP.NET Feature	Description
Launch Server Manager	Start >> Server Manager or Right-Click on Computer and select Manage .
Add Features	In Server Manager with Server Manager selected, select Add Features . 
Select Features	In the Add Features Wizard select the .NET Framework 3.X feature and all sub-features and then click Next . The features will be installed.  <p>Note: on Windows 2008 R1 the feature is ".NET Framework 3.0 Features", on Windows 2008 R2 the feature is ".NET Framework 3.5.1 Features".</p>

This completes the Windows 2008 Server requirements section.



3.1.3 Windows 2012 Server

Windows 2012 Server Requirements

The following tables describe the Windows 2012 server requirements for the CallAlert System.

Server Requirement	Description
Manual Setup Requirement	<i>These require manual setup.</i>
Disabling Public Firewall	Firewall must be disabled or set to allow access on the required ports (see Network Requirements).
Auto-Setup Requirement	<i>The installer should automatically complete these.</i>
Disabling IE Enhanced Security Configuration	IE Enhanced Security Configuration must be disabled to allow the website to function properly.
Creating ASPNET user account	
Installing Internet Information Service (IIS)	IIS is required for the product to function.
Installing ASP.NET	ASP.NET 3.5 is required for the product to function.
Recommended	<i>These are recommended items.</i>
Disabling User Account Control (UAC)	We recommend disabling UAC.

3.2 Cisco Communications Manager Requirements

The following table describes the various Cisco Unified Communications Manager (CUCM) requirements:

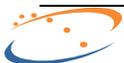
CUCM Requirement	Description
CUCM Version	CUCM versions 4.x and greater. CM Express is also supported.
Codec Support	CallAlert only supports G.711 encoded audio files.
IP Phone Web Access	Web Access to IP phones must be enabled in Communications Manager
TAPI / TSP	Cisco TSP required. See Configuring Cisco TAPI Service Provider (TSP) . NOTE: CUCM TAPI Support for Server 2012 is not available until CUCM 10.5. NOTE: CUCM TAPI Support for Server 2016 is not available until CUCM 11.5.1.14900-1.
Connectivity	Proper IP access to Communications Manager and IP phones required.

Cisco IP Phone Compatibility

XML enabled Cisco IP phone models are supported as destinations and can receive commands from CallAlert. Note that some models do not support images as denoted below in the 'Img' column.

Cisco IP Phone Model	XML	Img
Cisco 9971	✓	✓
Cisco 9951	✓	✓
Cisco 8961	✓	✓
Cisco 8945	✓	✓
Cisco 8941	✓	✓
Cisco 7975	✓	✓
Cisco 7971	✓	✓
Cisco 7970	✓	✓
Cisco 7965	✓	✓
Cisco 7962	✓	✓
Cisco 7961G-GE	✓	✓
Cisco 7961	✓	✓
Cisco 7960	✓	✗
Cisco 7945	✓	✓
Cisco 7942	✓	✓
Cisco 7941G-GE	✓	✓
Cisco 7941	✓	✓
Cisco 7940	✓	✗
Cisco 7821	✓	✗

Cisco IP Phone Model	XML	Img
Cisco 7861	✓	✗
Cisco 7937 Conference Station	✓	✗
Cisco 7931	✓	✗
Cisco 7926	✓	✓
Cisco 7925	✓	✓
Cisco 7921	✓	✓
Cisco 7920	✓	✓
Cisco 7912	✓	✗
Cisco 7911	✓	✗
Cisco 7906	✓	✗
Cisco 7905	✓	✗
Cisco 6961	✓	✗
Cisco 6945	✓	✗
Cisco 6941	✓	✗
Cisco 6921	✓	✗
Cisco IP Communicator	✓	✓
Cisco 7910 / 7902	✗	✗
Cisco 6911 / 6901	✗	✗
Cisco 7936 / 7935	✗	✗



3.2.1 Communications Manager 3.x

This section is provided for legacy installations, Communications Manager 3.x is no longer supported by Syn-Apps.

If you are using Communications Manager 3.x, you must be logged into the Syn-Apps application server with the same user name and password that exists on the Communications Manager. This must be the local Administrator account and must have the same password as the Administrator account on Communications Manager 3.x.

3.2.2 Communications Manager 4.x, 5.x, 6.x, 7.x

Cisco Communications Manager 4.x, 5.x, 6.x, 7.x, 8.x, 9.x, and 10.x require the following:

CUCM Requirements	Description
Authentication URL	The Authentication URL on CUCM must be changed to point to CallAlert. See the Authentication URL section for complete details.
AXL Web Service	The Cisco AXL Web Service must be enabled on all CUCM listed in CallAlert configuration. Note: This setting can be found in Cisco Unified Serviceability, Database and Admin Services.
IP Phones Web Access	The Web Access setting must be enabled on all IP phones that are to receive notifications. Note: This setting can be edited for a specific phone in Cisco Unified CM Administration. Navigate to Device >> Phone >> search for a device . On the Phone Configuration page in the bottom section - Product Specific Configuration Layout. To change the default for this setting for all newly added IP phones change the device common profile at ccmadmin >> Device >> Device Settings >>Common Profile .

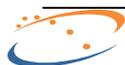
3.2.3 Authentication URL

The CUCM authentication URL must be offloaded to the CallAlert server to allow the IP phones to receive notifications.

The following table describes the setup of the CUCM authentication URL. The first section is for CUCM versions 5 and greater. The remaining section is for Call Manager Express (CME).

Authentication URL Setup	Description
CUCM Version 5 and greater	<i>To avoid overloading the Communications Manager with authentication requests from the phones during the paging process, CallAlert requires the Communications Manager Enterprise Parameter "URL Authentication" be offloaded to point to the CallAlert server.</i>
CUCM 5+ Setup Process	<p>Open Communications Manager Administration (ccmadmin). Navigate to System / Enterprise Parameters. Set the URL Authentication parameter to: <a href="http://<Call-Alert-Server>/CallAlert/PhoneServices/Authenticate.aspx">http://<Call-Alert-Server>/CallAlert/PhoneServices/Authenticate.aspx Press Update. Reset All phones.</p> <p>Note: CUCM version 8 has both secure and non-secure URL fields. When using CUCM version 8 set both the secure and non-secure Authentication URL fields to the same value.</p>
CUCM Express (CME)	<i>In order for IP phones to authenticate properly define the authentication URL under the telephony-service in the CLI (command line interface) of CME.</i>
CME Setup Process	<p>Open the CME CLI. Login and enter the following commands:</p> <pre>telephony-service url authentication <a href="http://<Call-Alert-Server>/CallAlert/PhoneServices/Authenticate.aspx">http://<Call-Alert-Server>/CallAlert/PhoneServices/Authenticate.aspx exit wr mem</pre>

***Note:** IP phones will not receive their commands until these steps have been completed.



3.3 Network Requirements

CallAlert requires proper connectivity to/from the CUCM and end-point devices in order to deliver notifications. Consult the below table to determine which ports need to be opened to allow proper operation.

Firewall requirements/port usage:

Port	Description
CallAlert to CUCM	
<i>Protocol description</i>	
80, 443, 8443	TCP - HTTP/SOAP - AXL
2000	TCP - SCCP, skinny client control protocol.
2748	TCP - TAPI
CallAlert to IP Phones	
80	TCP - HTTP
IP Phones to CallAlert	
80	TCP - HTTP

3.4 Cisco TSP Configuration

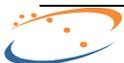
Cisco TAPI Client integration is necessary to allow CallAlert to monitor the dialed digits of phone lines.

The following steps are necessary to properly configure the Cisco TSP for use with Syn-Apps applications:

TAPI Busy Detection Setup	Description
Determine Lines to Monitor	<p>The number of lines that are to be monitored is an important consideration when using the TSP with Syn-Apps applications. This is because each TSP can only monitor 2,000 lines¹ maximum.</p> <p>Therefore it is first necessary to determine how many lines must be monitored and divide by 2,000 to find the number of TSP instances that will be required.</p> <p>Each TSP instance requires its own unique application user with a unique set of phones/lines to monitor. If more than one TSP is required it will be necessary to partition the phones/lines across multiple users.</p>
Create Application User(s)	Create an application user for each required TSP and partition the devices to monitor across them.
Install and Configure TSP	Install the Cisco TSP on the Syn-Apps application server. The number of required instances and the user information will be required in this step.

¹This limit has increased in recent versions of CUCM.

NOTE: CUCM TAPI Support for Server 2012 is not available until CUCM 10.5.



3.4.1 Create Application User

To configure the Cisco TSP it is necessary to create a new application user on the CUCM system. The user is used for access control and contains a list of associated phones/lines that represent the lines that will can be monitored by the application.

To create a new application user perform the following steps:

Application User Configuration	Description
Open CCMAAdmin	Browse to the CUCM CCMAAdmin web interface.
Application User	Select User Management >> Application User from the CCMAAdmin menu.
Add New	Click the Add New button.
Configure New User	Configure the following fields
User ID	Enter a meaningful User ID such as CallAlertTSP1
Password	Enter a Password and Confirm Password. Note the password for later use when configuring the TSP.
Device Information	Add Devices from Available Devices to Controlled Devices for this application user. These are the devices that will be monitored.
Permissions Information	Add permissions for the following groups: Standard CTI Allow Call Monitoring. Standard CTI Allow Call Park Monitoring Standard CTI Allow Calling Number Modification Standard CTI Enabled
Finalize	
Save	Click the Save button to finalize changes.

3.4.2 Install and Configure TSP

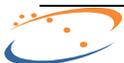
After the Application User(s) have been created on CUCM the Cisco TSP can be installed on the Syn-Apps application server.

To install the Cisco TSP on the application server perform the following:

TSP Installation	Description
Open CCMAAdmin	Browse to the CUCM CCMAAdmin web interface.
Plugins	Navigate to Applications >> Plugins in the CCMAAdmin interface.
Find	Click Find to list the available plugins.
Download	Locate the Cisco TAPI Client row and click Download to download the installation file. Note that newer version of CUCM will have two versions of the TAPI Client, one for 32-bit and one for 64-bit, choose the version that matches the bitness of the application server.
Install	<i>Start the installation by double clicking on the downloaded file.</i>
Number of Instances	Enter the number of instances to install (from 1 to 10) depending on the number of phones to monitor (see TAPI Busy Detection section). Click Next to continue...
User and Manager	Enter the UserID and Password of the application user that was created for this instance (Create Application User). Enter the CTI Manager(s) for this user. The CTI Manager is a CUCM that is running the CTI service. CTI Manager 1 is required, CTI Manager 2 serves as a backup if the primary listed CTI Manager is down. Click Next to continue...
Media Driver and Other	Click Next to accept the defaults and begin installation...
Restart	Restart the system to apply the changes.

To configure or reconfigure the TSP perform the following steps:

TSP Configuration	Description
Open Control Panel	Open the Windows Control Panel.
Phone and Modem	Find Phone and Modem (or select Phone and Modem options on Windows 2003).
Advanced Tab	Select the Advanced tab in Windows Phone and Modem options.
Select a TSP	Double click the TSP to be configured. One will be listed for each instance that was installed starting with CiscoTSP001.tsp.
Configure the TSP	Change options such as user name and password or CTI manager. Press OK or Apply to save changes. In most cases restarting the Syn-Apps services using the TSP will push the settings changes into the Syn-Apps application.



Installation Procedure

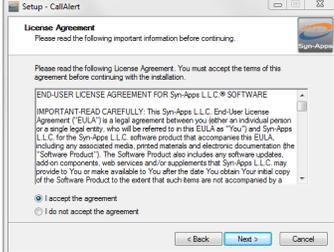
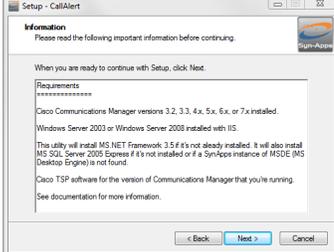
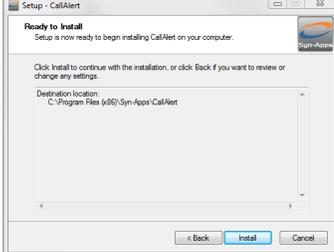
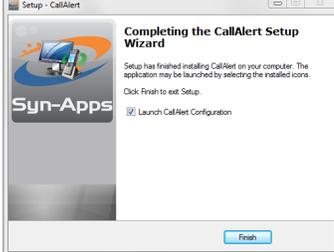
Part

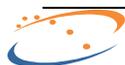
4

4 Installation Procedure

If the application server that CallAlert will be installed on does not have internet access then please make sure the required components ASP.NET 3.5 and SQL Express 2008 R2 SP1 have been installed (see the [Application Server Requirements](#) section for the download URLs).

You must be logged onto the application server as an administrator (local or domain) to properly complete the installation.

Installation Procedure	Description	Screenshot
Start the Installer	<p>Start the CallAlert setup program. The CallAlert setup program welcome screen should appear.</p> <p>Click Next to proceed.</p> <p>Note: Download CallAlert here - a license is required contact sales@syn-apps.com to request one.</p>	
Accept License Agreement	<p>The License Agreement page should appear. Read and accept the license terms by selecting the I accept the agreement radio button.</p> <p>Click Next to proceed.</p>	
Requirement Information	<p>Review and verify the server requirements.</p> <p>Click Next to proceed.</p> <p><i>*The system requirements will now be validated. Missing components will be downloaded and installed if necessary. This could take some time depending on the system.</i></p>	
Ready to Install	<p>Click Install to start the product installation.</p>	
Install Complete	<p>The installation is now complete, make sure the Launch CallAlert Configuration checkbox is checked.</p> <p>Click Finish to begin the CallAlert Configuration program.</p>	



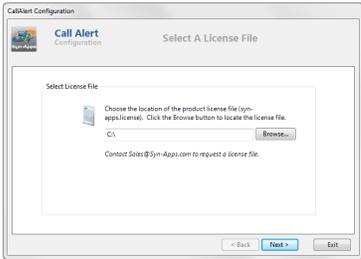
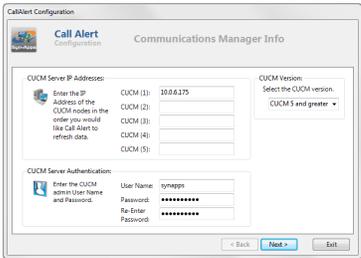
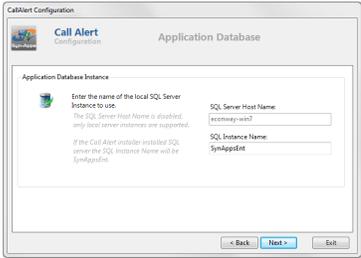
Configuration Utility

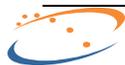
Part

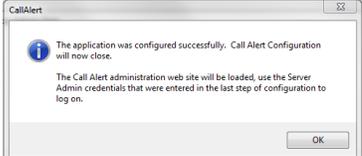
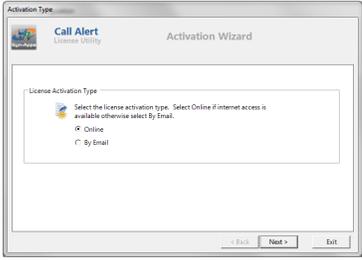
5

5 Configuration Utility

The following section describes the configuration utility for the CallAlert notification system. The CallAlert configuration utility will automatically run at the end of installation. The program can be run on the application server at anytime by going to: **Start >> Programs >> Syn-Apps >> CallAlert >> Configuration.**

Config Step	Description	Screenshot
License Selection	<p>In order to use the CallAlert software, a valid license key must be obtained. Contact sales@syn-apps.com to obtain a license. If the license file has already obtained, click Browse to locate it.</p> <p><i>The license file screen will only appear if the license file "Syn-Apps.license" does not exist in the program base directory (C:\Program Files\Syn-Apps\CallAlert). If you encounter problems with the browser below simply place your license in the program base directory and make sure it is copied there with the precise filename Syn-Apps.license.</i></p> <p>Click Next to proceed.</p>	
CUCM Settings	<p>CallAlert requires the following information about the CUCM cluster:</p> <ul style="list-style-type: none"> - CUCM Server IP Addresses - Type the IP address of the Communications Manager Server(s). Input a maximum of five Communications Manager Servers. The first IP address field populated designates the primary Communications Manager server, if you have multiple Communications Managers on the cluster generally list the publisher first. <i>CallAlert will use the primary server for CUCM data refresh unless it cannot be reached in which case CallAlert will try the next server in the list and so forth.</i> - CUCM Version - Select the appropriate version of the Communications Manager cluster. - CUCM Server Authentication - Type the Communications Manager user name and password for CUCM data access. This user must have access to the Communications Manager AXL interface. If MLA is enabled on the Communications Manager this is the CCMAdministrator user name. <p>Click Next to proceed.</p>	
Database Instance	<p>If SQL Express was installed along with this installation leave the default instance name as SynAppsEnt. If an existing local SQL server instance is to be used select the instance name.</p> <p>The Database Instance page will allow users to backup and restore their current database to a new SQL Server instance, simply select the new instance to use and press the Upgrade DB to Selected Instance button..</p>	



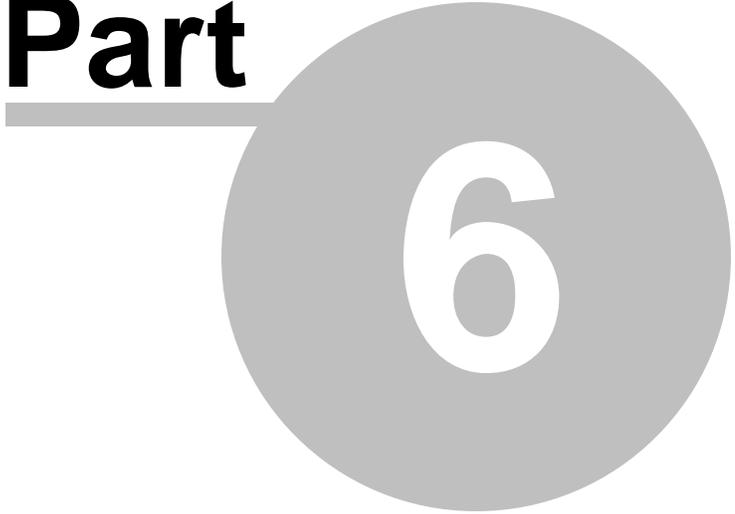
	<p>Only local databases are supported though remote databases can be used by changing the registry key HKLM>Software>Syn-Apps>CallAlert>sqlServerName to the name or IP address of the server you would like to use. Trusted authentication is required to use this model (the administrator credentials of the application server and database server machines must match).</p> <p>Click Next to proceed.</p>	
<p>Application Admin Credentials</p>	<p>Setup the CallAlert application administrator user account credentials. This will be the system admin user for the CallAlert notification system. This can be a fictitious user.</p> <p>Enter the E-Mail settings for the CallAlert notification system. Enter an SMTP server address or name and a Mailer From Address for CallAlert to use when sending emails.</p> <p>Click Configure to configure the product.</p>	
<p>Configuration Complete</p>	<p>When the application is configured you will see a success window. Click OK to proceed.</p> <p>An informational message will appear instructing the installer to change the CUCM authentication URL. Click OK to proceed.</p>	
<p>License Activation</p>	<p>If the license has not been activated the Activation Wizard will appear.</p> <p>Select Online if the CallAlert server has access to the Internet. Click Next to activate the license.</p> <p>Select By Email if the CallAlert server does not have access to the Internet. Click Next. Further instructions will be provided in this case.</p>	

When the Configuration Wizard has completed the installation a shortcut will be placed on the desktop labeled **CallAlert**, use it to access the CallAlert web administration program. You can also access the CallAlert administration web pages from any machine on the network, simply browse to <http://<application-server-ip>/CallAlert>.

The CallAlert web page should be displayed automatically when the configuration program completes.

**Web
Management
Interface**

Part

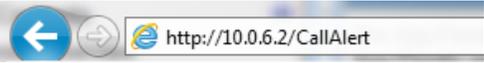


6

6 Web Management Interface

The CallAlert web management interface is used to administer the CallAlert application and is accessible from any computer on the same network as the CallAlert application server.

To access the CallAlert web management interface use one of the following methods:

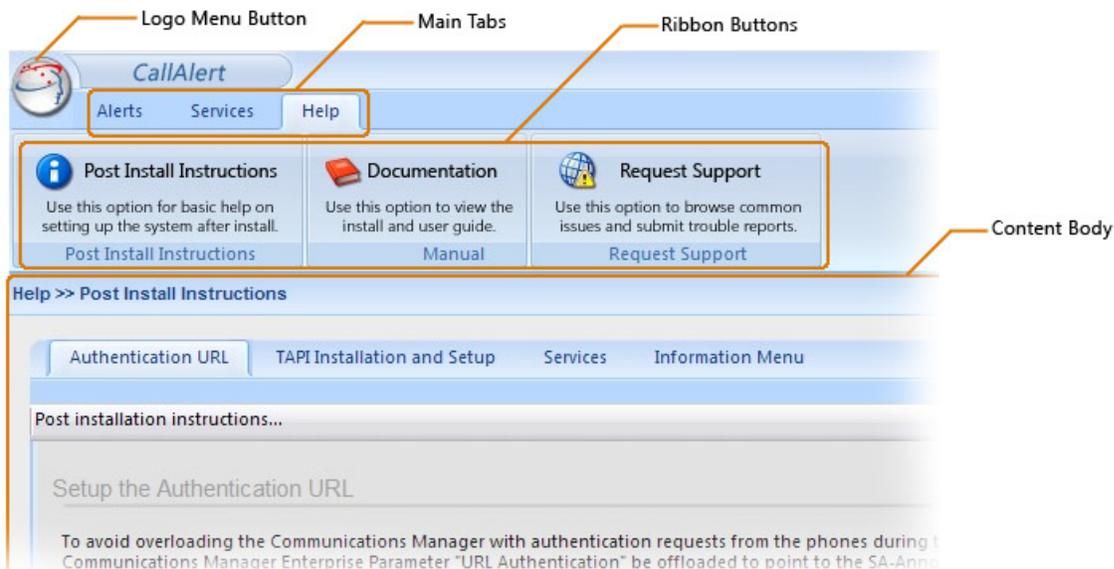
Web Management	Description
Shortcut	Double click on the CallAlert shortcut that was created on the application server desktop: 
Navigate	Open Internet Explorer and navigate to <a href="http://<CallAlert-Server-IP>/CallAlert">http://<CallAlert-Server-IP>/CallAlert 

**Note: After configuration you will be directed to the Post Install Screen as a reminder to setup the URL Authentication in CUCM. Navigate to Alerts>>Actions and the login screen will appear.*

The user interface has 4 major interaction areas:

User Interface Interaction Area	Description
Information Center	Reveals an informational panel that displays Release Notes, Registry settings, License information, and Alert history.
Main Tabs	Used to navigate to the three main sections.
Ribbon Buttons	Each Main Tab has different Ribbon Buttons for different functions.
Content Body	Each Ribbon Button changes the Content Body where all information and interaction occurs. Note that the Breadcrumbs at the top of the Content Body reflect the Main Tab and Ribbon Button selected.

[Interface Interaction Areas Figure]



Once the website opens you will be prompted to enter your user name and password. The default login is the same as the account info you supplied at the end of configuration in the Application Admin User section. Most pages require you to be logged in to view them, the Help pages are viewable without logging in.

To Login enter the admin user credentials and click **Login** or press **Enter**.

CallAlert

Alerts Services Help [Log On](#)

Actions
Use this option to create and edit the actions that each alert will perform.
[Actions](#)

Triggers
Use this option to create and edit the trigger that starts an alert.
[Triggers](#)

Templates
Use this option to create and edit phone and email templates to use in actions.
[Templates](#)

Phone Information
Use this option to location, medical, and other information to each phone.
[Phone Information](#)

Login

User: johndoe

Password: ●●●●●●●

Please enter a password.

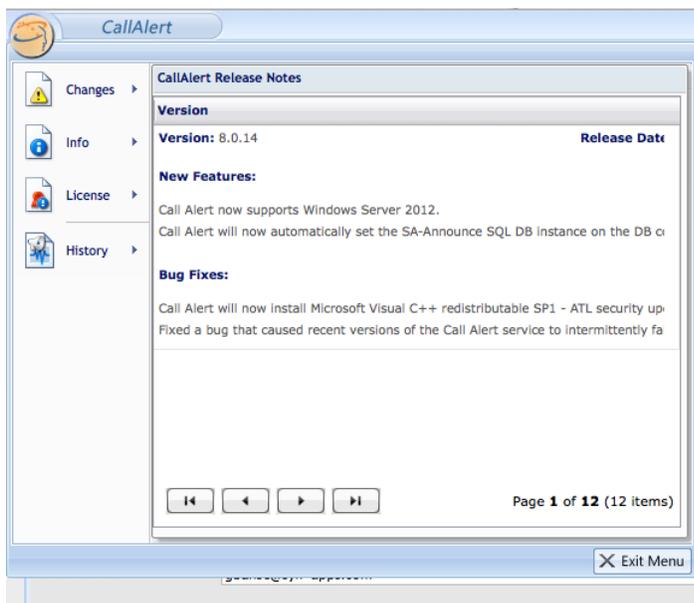
Login

6.1 Information Center

CallAlert 8.x introduces a new information center that provides quick access to the following items:

Information Center Menu Item	Description
General	<i>General information about the product</i>
Changes	This section provides access to the CallAlert change log. Please refer to this section to learn about application enhancements and bug fix information.
Info	This section provides access to the application registry key settings. This is useful when Syn-Apps support asks system configuration information. You can also use this section to quickly verify system settings.
License	The License section provides access to the currently installed license information including your maintenance contract number and start/end dates. Licenses can also be updated on this page using the interface at the bottom.
Lists	<i>User and notification lists</i>
Alert History	This section displays a list of the recent alerts that have been generated by the CallAlert notification system.

All of this information can be accessed by clicking on the Syn-Apps logo graphic located in the upper left corner of the administration interface. To stop viewing the data click on the **Exit Menu** button in the lower right corner or simply click on the main CallAlert web page to close the information window.



Alerts

Part



7 Alerts

CallAlert notifications or Alerts are configured using the Alerts main tab in the CallAlert administration interface.

The Alerts main tab has four sections that correspond to each Alert property: Actions, Triggers, Templates, and Phone Information.

Alerts are the functional units of CallAlert, they are comprised of Triggers, Actions and Templates. Each of these items are required for an alert to function properly. Phone Information can also be added to enrich the alert output. The relationships of these items is best summarized in the following table:

Alert Property	Description
Triggers	<p>A trigger consists of a source phone pattern and target phone pattern as well as the actions to perform if a trigger match occurs. Patterns can be made to match entire groups of devices (using Calling Search Space or Device Pool filters) and full or partial extension numbers.</p> <p>For example, a source phone pattern of "DP:MyDevicePool" and target phone pattern of "911" will match when any phone in MyDevicePool dials 911. This trigger could be set to perform an action that sends the callers details to security monitoring members IP phones / email.</p>
Actions	<p>Actions consist of a type of notifications to be sent, whom to send it to and a message Template that defines the message body. Actions are associated to Triggers as the notifications to perform if a Trigger match occurs.</p> <p>Supported Actions: E-Mail, Message IP Phone, Activate Emergency Alert.</p>
Templates	<p>Templates define the notification message body of an Action which can be comprised of static and dynamic text.</p> <p>Dynamic text is gathered from details about the phone call that matched a trigger as well as information from call manager pertaining to the source and or destination phone if internal.</p>
Phone Information	<p>Phone Information allows information not found in call manager to be added to phone lines for use in templates (IE medical condition).</p>

7.1 Creating and Modifying Actions

Alerts >> Actions

CallAlert Actions are used to define a notification to be delivered when a Trigger matches. Actions can be associated with one or many Triggers. The notification message body itself is defined using a [Message Template](#) so it follows that Templates are required before actions are useful. A few very basic Templates are included but it is recommended that users create their own custom templates for use with any Actions defined.

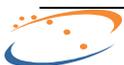
CallAlert Action Types are described in the following table:

Action Types	Description
Mail	E-Mails the selected template to the selected email addresses (enter email addresses delimited by a semicolon).
Message a Phone	Sends the selected template as a text message to the selected phones (enter line numbers comma delimited). A sound notification can be defined to play when the message arrives.
Image to a Phone	Sends the image at the selected URL to the selected phones.
Message the Source Phone	Sends the selected template as a text message to the phone that has caused the trigger.
Message the Target Phone	Sends the selected template as a text message to the phone being called.
Activate Emergency Alert	Activates the selected Emergency Alert Group. must be installed on the same server to have this option. See Appendix A for more information.

To create a new Action perform the following steps:

Action Creation	Description
New Action	Click the New Action button if actions already exist, otherwise proceed to the next step.
Action Type	Select the Action Type from the New Action Type drop down menu.
Action Name	Enter a unique Action Name in the New Action Name field.
Template	Select the Template to use for the notification message body.
Action Type Specific Settings	
Mail	E-Mail Address: Comma delimited list of the e-mail addresses to send the notification to.
Message a Phone [all types]	Sound To Play: Select the sound file to play when a notification arrives. Phone Numbers ¹ : Comma delimited list of line numbers.
Activate Emergency Alert	Emergency Alert: Select the Emergency Alert group to activate.
Finalize	
Add Action	After all fields have been configured, click the Add Action button to add the new action to the database.
Restart Service	After completing administration procedures you must restart the service after saving changes before the changes will take affect.

¹Phone Numbers are only required for the "Message a Phone" type, the other types that message a phone do not require a phone number.



*Note: The first the Actions page is loaded, or when all Actions have been deleted, the page will start in "Edit New Action" mode. If Actions already exist, click the **New Action** button on bottom of the page to begin to add a new Action or select an existing Action to edit / delete.*

[Alerts >> Actions Page]

Actions

General Settings

New Action Type: Mail

New Action Name:

Type Specific Settings:

eMail Template Name: Do not disturb.inc

eMail Address:

7.2 Creating and Modifying Triggers

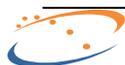
Alerts >> Triggers

CallAlert Triggers are used to define an event that results in notification when certain dialed number patterns are recognized. The notification(s) associated with a Trigger are [Actions](#), it follows that Actions must exist before triggers will be useful. Triggers are the top level of the alert structure, that is, a Trigger is the actionable item, Actions and Templates are simply associated with Triggers.

To create a new Trigger perform the following steps:

Trigger Creation	Description
New Trigger	Click the New Trigger button if Triggers already exist, otherwise proceed to the next step.
Trigger Name	Enter a meaningful and unique name for the Trigger in the New Trigger Name field.
Source Phone Pattern	Enter an extension pattern or Device Pool / Calling Search Space filter. This is a "Begins With" filter. For example, a Source Phone Pattern of "DP:MyDevicePool" will match when any phone in MyDevicePool dials a number that matches the Target Phone Pattern.
Target Phone Pattern	Enter an extension pattern or Device Pool / Calling Search Space filter. This is a "Begins With" filter. For example, a Target Phone Pattern of "911" will match when any phone that matches the Source Phone Pattern dials 911.
Action Selection	Select the Action(s) to perform when this Trigger is matched.
Finalize	
Add Trigger	After all fields have been configured, click the Add Trigger button to add the trigger to the database.
Restart Service	After completing administration procedures you must restart the service after saving changes before the changes will take affect.

*Note: The first time the Triggers page is loaded, or when all Triggers have been deleted, the page will start in "Edit New Trigger" mode. If Triggers already exist, click the **New Trigger** button on bottom of the page to begin to add a new Trigger or select an existing Trigger to edit / delete.*



[Alerts >> Triggers]

Triggers

Trigger Settings

New Trigger Name:

Source Phone Pattern: Ex: This is a "Begins With" filter. Leave blank to match all. For DP/CSS matches use DP:device-pool-name or CSS:css-name (use CSS:cssnull for "none" CSS).

Target Phone Pattern: Ex: This is a "Begins With" filter. Leave blank to match all. Target field does not take DP/CSS filters.

Action Selection:

Available		Selected
Emergency Alert 501 - Activate SA-Announce Message 4001 - Message a Phone		
		

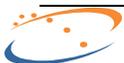
7.3 Creating and Modifying Templates

Alerts >> Templates

CallAlert Templates are used to define the message that is sent for an Action when a Trigger it belongs to matches. Templates can consist of both static and dynamic text. For example, "*Trigger Name = {Trigger Name}*" for a Trigger named "MyTrigger" would send a notification with "*Trigger Name = MyTrigger*" in the body.

To create a new Template perform the following steps:

Template Creation	Description
Template Name	Enter a meaningful and unique name for the Template in the Template Name field.
Template Text	Enter the Template text into the Template Text text box. Use the Insert Into Template button along with the menu to the left of it to insert dynamic text into the template. Use " " to indicate a carriage return. Only use the { and } characters when calling out dynamic text.
Insert Into Template	Use the Insert Into Template button to add the currently selected dynamic text field into the template. The fields consist of a number of types. Fields that derive from CUCM data are labeled with "CallManager" and fields that derive from CallAlert Phone Information are labeled with "Phone Info". Available field variables: <div data-bbox="646 1142 1166 1843" style="border: 1px solid black; padding: 5px;"> <ul style="list-style-type: none"> Trigger Name Time Source Phone Number - CallManager Source User Name - CallManager Source Phone Description - CallManager Source Line Display - CallManager Source Line Label - CallManager Source Line Location - CallManager Source Location - Phone Info Source Medical Info - Phone Info Source Manager - Phone Info Source Miscellaneous - Phone Info Target Phone Number - CallManager Target User Name - CallManager Target Phone Description - CallManager Target Line Display - CallManager Target Line Label - CallManager Target Location - Phone Info Target Medical Info - Phone Info Target Manager - Phone Info Target Miscellaneous - Phone Info Target Phone Status </div>
Finalize	
Add Template	After all fields have been configured, click the Add Template button



	to add the template to the database.
Restart Service	After completing administration procedures you must restart the service after saving changes before the changes will take affect.

[Alerts >> Template]

Templates

Select Phone Template to Edit:

Template Settings

Template Name: (File names cannot contain special characters, must include the ".inc" extension, and must be unique.)

Template Text:

```
Sorry, {Source Phone Number}, but {Target Phone Number} has a status of 'Do not disturb'.
```

7.4 Adding Phone Information

Alerts >> Phone Information

The Phone Information page allows storage of additional information about the phone and/or the phone's user. This information can then be added to templates and sent in the body of alert notifications.

To edit the information for a phone line perform the following:

Edit Phone Information	Description
Select Extension	Select the desired phone extension from the dropdown list. Use the Phone Extension Filter to help find the phone if necessary.
Phone Location	Enter or edit the phone location.
Medical Information	Enter or edit the phone user's medical information.
Manager	Enter or edit the phone user's manager.
Miscellaneous	Enter or edit any miscellaneous data to associate with the phone.
Finalize	
Save Changes	Click the Save Phone Info button at the bottom of the page to save any changes.

To delete information from a phone, select the phone then click the **Clear Data Fields** button, then click the **Save Phone Info** button.

Phone Information

Add location, medical, or other information to any phone.

Phone Information Entry

Phone Extension Filter: Filter (e.g.: Enter 20 for all the extensions beginning with 20)

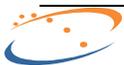
Select Phone To Edit: 4000 - SEP0C85253F91D6 ▼

Phone location:

Medical information:

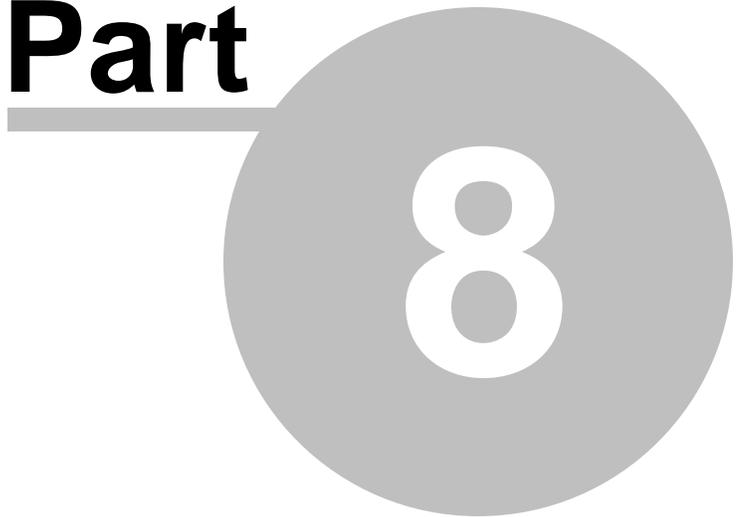
Manager:

Miscellaneous:



Services

Part



8

8 Services

The CallAlert Services Tab contains the CallAlert Service controls and Troubleshooting Tests pages.

The CallAlert Service page contains the following sections:

CallAlert Service Page	Description
Services	Control the CallAlert service and refresh CUCM data.
Delete History	Delete the alert history.
Service Log Level	Set the application and service logging levels.
Service Log	View the application and service logs.

The CallAlert Troubleshooting Tests page contains the following sections:

CallAlert Troubleshooting Page	Description
IP Phone Tests	Test CallAlerts ability to send commands to IP phones.
TAPI Devices	View the TAPI devices on the system and their monitored status.



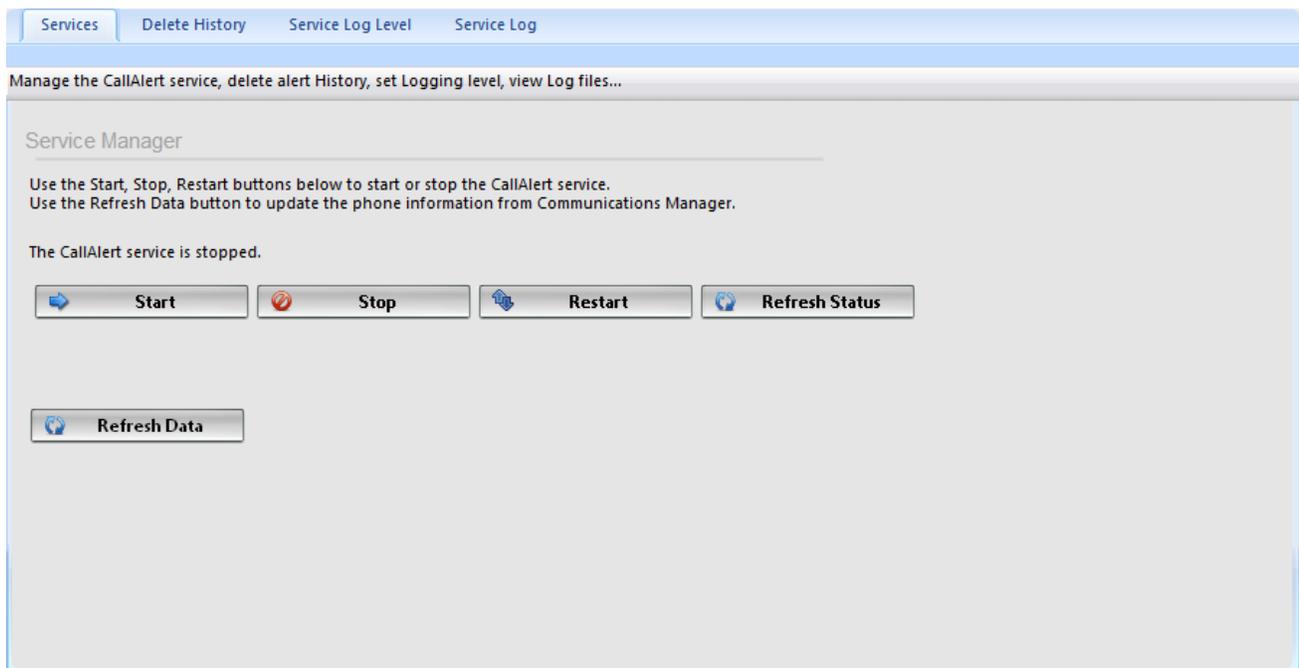
8.1 CallAlert Service

The **Services >> CallAlert Service >> Services** tab contains control for the CallAlert service as well as a button to update the CUCM data.

Use the **Start**, **Stop**, **Restart**, and **Refresh Status** buttons to control the CallAlert service.

Click the **Restart** button after Actions, Triggers, and Templates have been added, deleted, or modified.

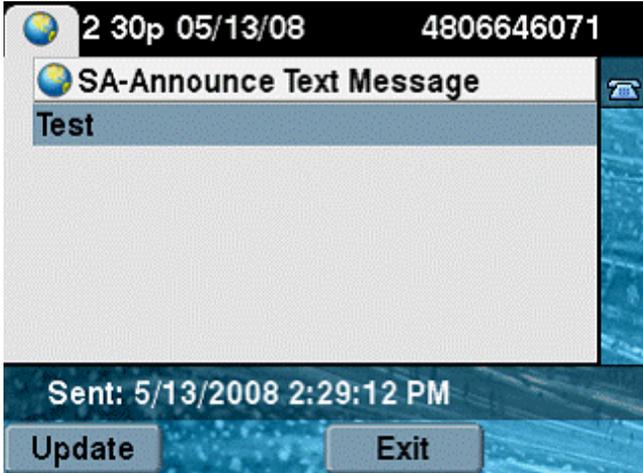
Click the **Refresh Data** button to refresh phone settings from Communications Manager. This can be used when the IP of phones change or when a phone or line is added. It is not necessary to manually refresh data, by default the service will do this every two hours.



8.2 IP Phone Tests

The **Services>>Troubleshooting Tests: IP Phone Tests** tab provides a basic phone test mechanism.

To run the IP Phone Tests (Phone XML Test) perform the following:

Phone XML Test	<i>Note: The Authentication URL must be configured on CUCM before the test will work, see the Authentication URL section for details.</i>
Test Phone	Select an extension to test from the Test Phone drop down menu. Use the Filter field and button to filter the list by extension or simply select an item in the list and begin to type an extension. <i>Note: If no phones are visible then CallAlert does not see any registered XML enabled phones. Verify the application Configuration.</i>
Run All Tests	Click the Run All Tests button to perform the test.
Verify Results on Server	A message displays confirming if the database connection was successful or not.
Verify Results on Target Phone	Verify that the test phone shows Test on the display screen.  <i>Note: If the test does not complete successfully verify the Authentication URL on the phone by accessing the phones settings button. IF the authentication URL appears to be correct verify that the phone has access to the CallAlert server on HTTP port 80. Also, verify that the phones Web Access setting is enabled, see Communications Manager Requirements for details.</i>

The **Services >> Troubleshooting Tests >> TAPI Devices** tab is useful for displaying information about phones associated with the TSP user and to discover the phones that are not associated. **CallAlert** works only for phones associated with TSP user in Communications Manager.

The table displays all phones found and the Monitored By TAPI column shows **True** if a phone is associated or **False** if it is not associated.

The list can be sorted by columns by clicking on the column title. The list below is sorted by the Monitored by TAPI column in descending order.

The Search field search for the entered text in all columns. A phone can be found using a phone Name or IP address. Entering True in Search field will return all TAPI monitored devices.

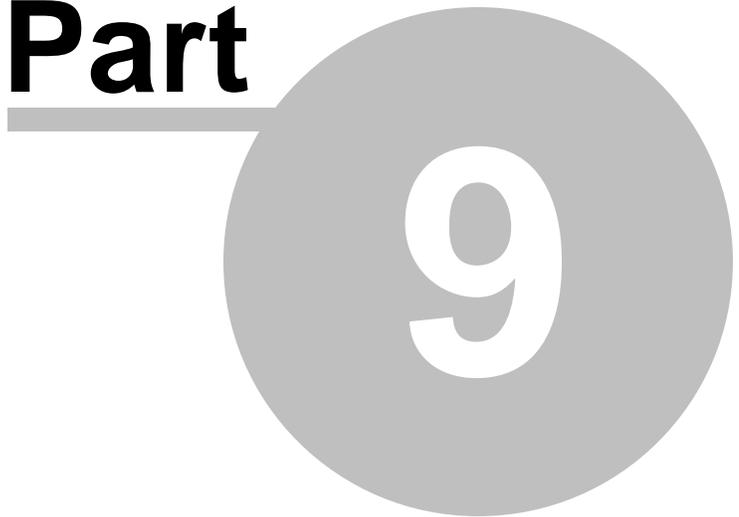
The screenshot shows a web interface with two tabs: "IP Phone Tests" and "TAPI Devices". Below the tabs is a header "Test basic connectivity to Cisco IP Phones...". The main content area is titled "TAPI Monitored Devices Report" and contains a table with a search bar at the top right. The table has five columns: "Phone Name", "Line Number", "Phone Name", "IP Address", and "Monitored By TAPI". The "Monitored By TAPI" column is sorted in descending order. Below the table are navigation buttons (back, forward, search) and a page indicator "Page 1 of 2 (27 items)".

Phone Name	Line Number	Phone Name	IP Address	Monitored By TAPI
SEP001AE22A64C4	4002	Digital Phone	10.0.6.203	false
SEP001AE22A64C4	4100	Digital Phone	10.0.6.203	false
SEP0C85253F91D6	4000	Digital Phone	10.0.6.201	false
SEP1C17D3C25ADC	4001	Digital Phone	10.0.6.202	false
SEPEEEE3FD4F400	6050	Virtual Phone	UNKNOWN	false
SEPEEEE3FD4F401	6051	Virtual Phone	UNKNOWN	false
SEPEEEE3FD4F402	6052	Virtual Phone	UNKNOWN	false
SEPEEEE3FD4F403	6053	Virtual Phone	UNKNOWN	false
SEPEEEE3FD4F404	6054	Virtual Phone	UNKNOWN	false
SEPEEEE60DEB200	6000	Virtual Phone	UNKNOWN	false
SEPEEEE60DEB201	6001	Virtual Phone	UNKNOWN	false
SEPEEEE60DEB202	6002	Virtual Phone	UNKNOWN	false
SEPEEEE60DEB203	6003	Virtual Phone	UNKNOWN	false
SEPEEEE60DEB204	6004	Virtual Phone	UNKNOWN	false
SEPEEEE60DEB205	6005	Virtual Phone	UNKNOWN	false
SEPPFFF4959CA04	5056	Virtual Phone	UNKNOWN	false

***Note:** After adding devices to the User in Communications Manager, the CallAlert Service must be restarted.

Help Tab

Part



9

9 Help Tab

To access the Help and Support section of CallAlert select the **Help** tab.

The CallAlert Help tab contains the following sections:

CallAlert Help	Description
Post Install Instructions	A quick-start guide for the application.
Documentation	The product installation and user guide.
Request Support: Prepare Report	The Request Support page contains two sections. The first is a link to the product Knowledge Base for solutions to common issue. The second is the Prepare Report feature which allows users to automatically create a support ticket.

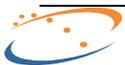
[Contact Syn-Apps Support](#)

9.1 Post Install Instructions

The Post Install Instructions Page contains information regarding the set up of the URL Authentication in CUCM.

It also contains sections for setting up TAPI, managing the Services, and viewing the Information Menu (Logo Menu).

Post Install Instructions	Description
Authentication URL	Basic Authentication URL setup Instructions.
TAPI Installation and Setup	Basic TAPI setup instructions.
Services	Basic service management instructions.
Information Menu	Describes the Information Center .



9.2 Documentation

Help >> Documentation

To access the Documentation section of CallAlert select the **Help** tab, **Documentation** link.

The **Help >> Documentation** page contains the CallAlert User Guide in PDF format.

The screenshot shows the CallAlert web application interface. At the top, there is a navigation bar with 'Alerts', 'Services', and 'Help' tabs. The 'Help' tab is active, and a 'Log Off synapps' link is visible in the top right corner. Below the navigation bar, there are three main sections: 'Post Install Instructions', 'Documentation', and 'Request Support'. The 'Documentation' section is highlighted, and a 'Manual' link is visible. The main content area displays the 'Table of Contents' for the 'Call Alert User Guide'.

Table of Contents	
Part 1 Call Alert: Overview	7
Part 2 Call Alert: Features	9
Part 3 System Requirements	11
1 Application Server Requirements.....	12
Windows 2003 Server	13
Windows 2008 Server	14
Disabling UAC.....	15
Disabling Public Firewall	16
Disabling E-Enhanced Security	17
Creating ASP.NET User Account.....	18
Installing IIS	19
Installing ASP.NET	20
Windows 2012 Server	21
2 Cisco Communications Manager Requirements.....	22
Communications Manager 3.x	23
Communications Manager 4.x, 5.x, 6.x, 7.x	23
Authentication URL	24
3 Network Requirements.....	25
4 Cisco TSP Configuration.....	26
Create Application User	27
Install and Configure TSP	28
Part 4 Installation Procedure	30
Part 5 Configuration Utility	32
Part 6 Web Management Interface	35
1 Information Center.....	37
Part 7 Alerts	39
1 Creating and Modifying Actions.....	40
2 Creating and Modifying Triggers.....	42
3 Creating and Modifying Templates.....	44
4 Adding Phone Information.....	46
Part 8 Services	48
1 CallAlert Service.....	49
2 IP Phone Tests.....	50
Part 9 Help Tab	53
1 Post Install Instructions.....	54
2 Documentation.....	55

© 2013 Syn-Apps

9.3 Prepare Report

Help >> Request Support >> Prepare Report

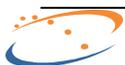
The Request Support page contains a Prepare Report tab that can be used to generate a Syn-Apps support request. This is the preferred method of obtaining support as all log files will be automatically sent to Syn-Apps Support and a trouble ticket will be created. FTP and email access is required for the process to work fully automatically.

To request support please fill out the following information in the interface provided on the page:

Prepare Report Field	Description
Contact Email Address	Enter the email address of the person Syn-Apps Support should contact in response to this trouble ticket.
Contact Phone Number	Enter the phone number of the person Syn-Apps Support should contact in response to this trouble ticket.
Description	Enter a detailed description of the problem in the provided text box, provide as much detail as possible as to how the problem is occurring.

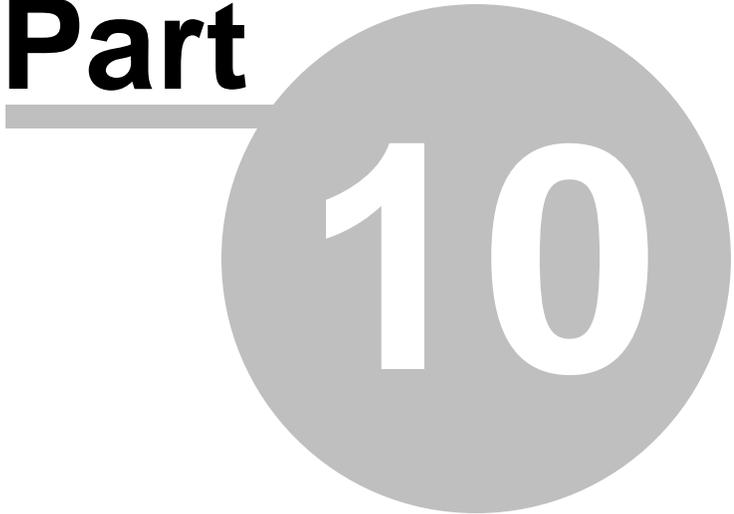
The screenshot shows the CallAlert web interface. At the top, there is a navigation bar with 'Alerts', 'Services', and 'Help' tabs. A 'Log Off synapps' link is visible in the top right. Below the navigation bar, there are three main sections: 'Post Install Instructions', 'Documentation', and 'Request Support'. The 'Request Support' section is highlighted, and a breadcrumb trail 'Help >> Request Support' is shown below it. The main content area has two tabs: 'Knowledge Base' and 'Prepare Report'. The 'Prepare Report' tab is active, showing a form with the following fields:

- Support...** (header)
- Prepare Report** (sub-header)
- Text: "This will prepare a report folder containing your contact information and description of the problem, a backup of the application database, and log files for site and service. If the server has internet access the report will be automatically sent to Syn-Apps and a ticket will be created. If the server does not have internet access further information will be provided."
- Contact Email Address:**
- Contact Phone Number:**
- Please enter a detailed description of the problem:**
- Prepare Report** (button)



**Appendix A -
Activating
SA-Announce
Emergency
Alerts**

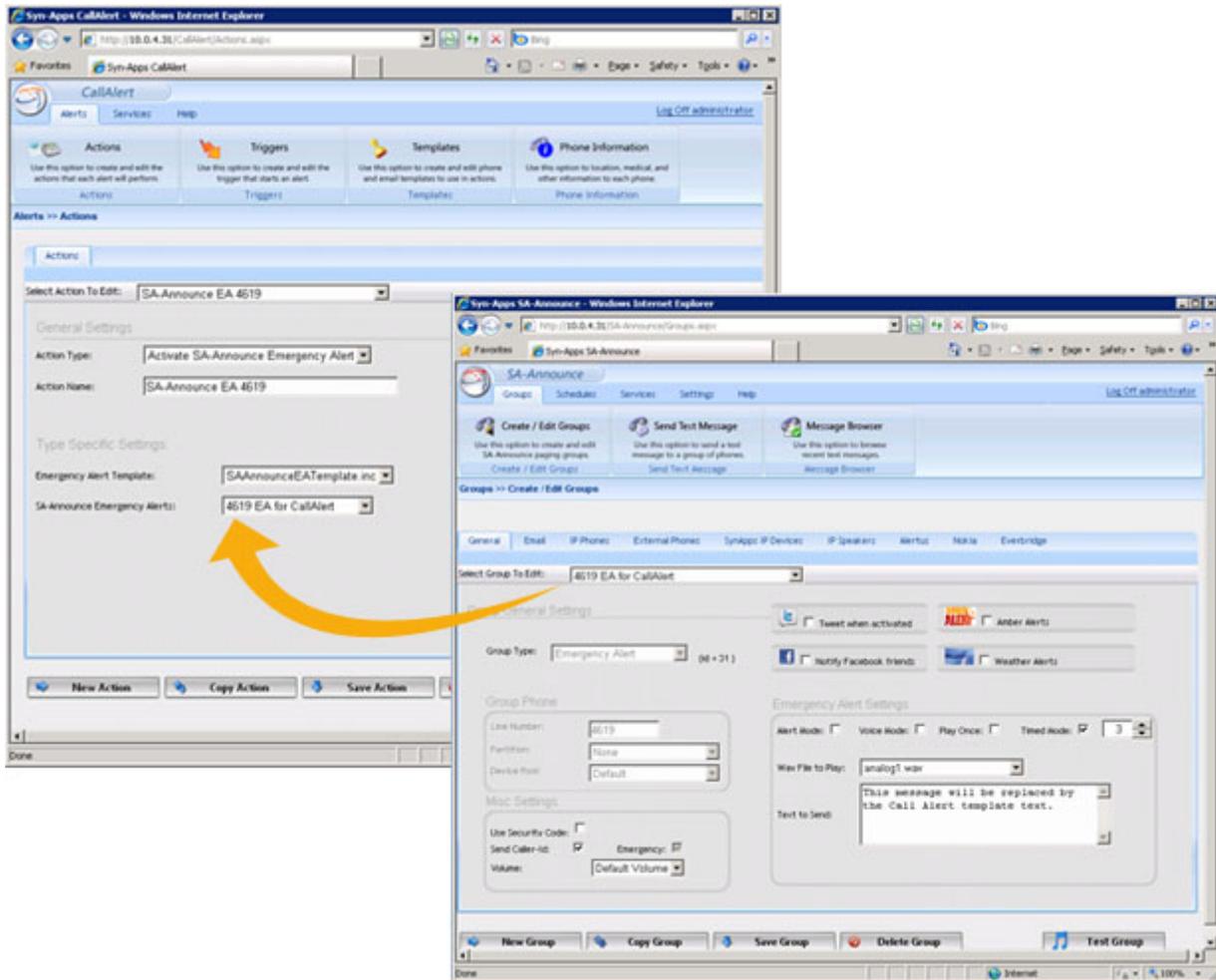
Part



10

10 Appendix A - Activating SA-Announce Emergency Alerts

SA-Announce must be installed and running on the same server as CallAlert for this feature to be available.



CallAlert will find all Emergency Alert Group types in and add them to a drop selector on the Actions page.

A basic text message template has been provided as a guide for messages to through this action type. The messages a maximum of 255 characters in length. Please note that each time the Emergency Group is activated by CallAlert, the "Text to Send" field in the group will be changed to the text sent through CallAlert. For this reason, we recommend creating a specific Emergency Message Alert group in for use with CallAlert.

We also recommend setting the Emergency Alert Settings to Timed Mode. You can use Alert Mode, but you will need to dial the Emergency Alert Group Line Number in order to stop the notification. Emergency Alerts with the Voice Mode setting will not work within CallAlert.

See documentation for more information on creating Emergency Alert Groups.



**Contact
Syn-Apps
Support**

Part

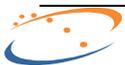


11

11 Contact Syn-Apps Support

Please feel free to contact **Technical Support** with any issues you may have.

support@syn-apps.com or 866-664-6071, option 2.



Index

- A -

Application Server 12
Authentication 24
Authentication URL 24

- B -

Busy Detection 26

- C -

Configuration 32
Configuration Utility 32

- I -

Information Center 37
Information Center - Changes 37
Information Center - Info 37
Information Center - License 37
Information Center - Users 37

- N -

New Features 7

- O -

Overview 7

- R -

Requirements 12

- S -

Server 12
Summary 7
System Requirements 12

- T -

TAPI Busy Detection 26
TAPI Setup 26



2812 N Norwalk
Suite 112
Mesa, AZ 85215
Phone (866) 664-6071
Fax (866) 659-8999
sales@syn-apps.com
www.syn-apps.com