



CallAware™: Dialed Number Notification

Picture this: You're at work and you can hear police sirens growing louder. Suddenly, police cars screech into your parking lot and police begin to surround your building. Your thoughts race. What's going on? What is the proper procedure to follow? Am I in danger?

Now, picture this: Someone dials 911 to report that a suspicious person has entered the building and made vague threats. Immediately, your phone receives an InformaCast broadcast alerting you to the fact that 911 has been dialed and informing you to move to the nearest "safe zone" until the all-clear is sounded. Singlewire's CallAware can help you seamlessly resolve situations like this and more.

CallAware allows you to monitor your Cisco Unified Communications Manager for specific calls and send out an InformaCast broadcast when the monitored call occurs. CallAware sits passively on your network (with minimal load), monitoring the calls that come into your Communications Manager. When a call occurs that CallAware has been configured to monitor (e.g. 911), it will trigger an InformaCast broadcast. Any supported InformaCast device: IP phones, speakers (both analog and IP), desktops, etc. can receive a text and/or audio message whenever a monitored call is dialed. And, with InformaCast's integration with other Singlewire applications, follow-up events can occur through devices equipped with contact closures.

For example, an organization has thousands of phones deployed across a very large campus—hundreds of buildings, separate locations—and its security office has no idea if someone is dialing an emergency number. CallAware scales to the demand of its environment with minimal load to the voice system and, when 911 is dialed, the security office, which is elsewhere on campus, is notified through a text and audio InformaCast broadcast, "911 has been dialed from DN 4506 at 9:06 a.m. on 2/9/10. If this organization also has devices with contact closures included as recipients of the InformaCast broadcast, other events can be triggered such as sounding an alarm or activating a video recording the area from where the call originated.

CallAware has the following requirements:

- Windows OEM Server, which can be either the 2000, 2003, or 2008 platform
- JTAPI installed on the Windows server
- Cisco's Communications Manager 5.0 or later
- InformaCast 7.0 or later

Contact Us:

Contact your Singlewire salesperson now for more information.

Singlewire's CallAware takes notification to the next level: monitor call occurrences, notify staff that a call has occurred (who dialed it, where, and when), and trigger follow-up events through contact closures such as locked doors, photo evidence, or intercom sessions.

Following the configuration and testing directions for CallAware is extremely important, and failure to do so may render CallAware partially, sporadically, or wholly ineffective, and may also render inoperable or negatively affect the operation of other systems and components.

About Singlewire

Singlewire Software develops and supports innovative voice applications centered around secure, fast, and reliable mass notification capabilities. Our main application offerings: InformaCast, PushToTalk, and DORA allow our customers unprecedented control in designing mass notifications, assigning them to specific recipients, and determining the medium for dissemination—IP phones, IP speakers, email, etc.—all with the peerless capacity for customization to our customers' specific environments. Singlewire is devoted to maintaining the agility and imagination needed to fulfill our customers' needs and fostering an environment for successful partnerships between our customers and our company.

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