

Advanced Notification

For ShoreTel Unified Communication Platform

OVERVIEW

SA-Announce is a feature-rich notification system that couples to the ShoreTel Unified Communication Platform to provide text and audio notifications across an enterprise. The notifications can be real time, such as emergency alerts and live audio notifications (paging/intercom), or they can be scheduled. SA-Announce integrates the phone system with a large number of disparate end points such as ShoreTel IP Phones, IP Speakers, analog paging systems, email, desktop PCs, and off-premises mass notification. Notifications can be made by simply picking up the phone and dialing a directory number.

The SA-Announce System has numerous audio streaming models that can be used to accommodate almost any notification requirements from one centralized server. With the addition of the Syn-Apps Paging Relay (a unicast to multicast conversion device) even non-multicast enabled wide-area networks can provide notification to all remote sites using one centralized SA-Announce server. Streaming models include Unicast, Server Sourced Multicast, and Phone Sourced Multicast.

SA-Announce v8.x - Key Features

- » **ShoreTel Phones:** Activate from any phone on the system and receive notification at any supported ShoreTel phone
- » **Desktop Notification Client:** Deliver audio and text notifications directly to the PC Desktop
- » **Dynamic Paging Groups:** IP Phones in a notification group can be assigned using a filter; as you add devices to the system there is no need to manage the notification group
- » **Email/SMS:** Email/SMS can be sent when notification groups are activated
- » **Facebook/Twitter Integration:** Integrate emergency alert and text groups with your Facebook/Twitter account allowing delivery of campus events to students, faculty, etc.
- » **IP Speakers:** SA-Announce supports plug and play IP Speakers from industry leading manufacturers
- » **Text Message Enhancement (Polls):** Send Polls and view results in real-time
- » **Weather Alerts:** Integrate emergency alert groups with the National Weather Service and deliver localized weather alerts (Warnings, Watches and Advisories)
- » **Amber Alerts:** Integrate emergency alert groups with the CodeAmber.org to deliver Amber Alerts (abducted children alerts) to configured IP Phones
- » **Cloud-Based Mass Notification:** Kick off third-party mass notification scenarios when an SA-Announce group is activated

Application Server Requirements:

- » Microsoft .NET 3.5
- » Windows Server 2003 or Windows Server 2008 SP2
- » SQL Server 2005 or 2008 (Express or above)
- » Microsoft IIS
- » 2G of system memory
- » Recommend Intel Core 2 Duo

ShoreTel System Support:

- » 9.0+

ShoreTel Phone Compatibility:

- » 265
- » 560
- » 560g
- » 565g

Speaker Compatibility:

- » Atlas
- » Advanced Network Devices
- » CyberData
- » All analog overhead paging systems (including Valcom, Bogen, etc.)

Other Endpoint Support:

- » Syn-Apps Paging Relay (unicast to multicast converter)
- » Desktop Notification Client (Windows PCs)
- » Alertus
- » Everbridge
- » Email

SA-Announce - Key Features (continued)

- » **Alertus:** Activate Alertus Beacon Groups when a notification group is activated
- » **Syn-Apps Paging Relay:** Our PoE hardware device that converts unicast to multicast can be used to provide multicast over a non-multicast enabled WAN.
- » **Web Service:** Automatically activate notification groups and gather information using the SA-Announce web service
- » **Auto Support Ticket Generation:** The prepare report interface will FTP all pertinent log files to Syn-Apps Support and create a ticket via email with the press of a button
- » **Activity Logging:** Notification group activity, schedule activity, text message activity and web interface login activity are all logged and can be easily viewed in the GUI
- » **Background Music Service:** Stream music to your IP Phones. *A multicast streaming source such as the Syn-Apps paging relay is required.

TYPICAL USES

SA-Announce is the most feature complete and adaptable paging application on the market. With its many group types and security features, SA-Announce can fit into almost any environment with ease. SA-Announce has proven itself highly effective in the following verticals:

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

SA-Announce is able to improve overall network-wide communication, security, emergency responsiveness, and productivity. Used in tandem with our other applications Syn-Apps can provide a company wide emergency paging and notification solution that is easily customizable to address diverse end-user requirements.

About Syn-Apps

Developing IP Communication applications since 1999 and deploying more than four million endpoints, Syn-Apps is singularly focused on delivering complete enterprise notification solutions. To further our customers' successes, we leverage industry alliances with leaders such as ShoreTel, Cisco Systems, Microsoft, AT&T, and Qwest, as well as our network of 500+ channel partners / resellers.

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