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SUPERTOAST

Ensuring missed instant messages and calls don't go unnoticed.

OVERVIEW

SuperToast v2 is an innovative, Lync-based application to keep users connected with what matters to an organization. By alerting users of missed communication, SuperToast ensures that "business as usual" keeps moving forward.

Microsoft Lync has been at the heart of transforming working environments with its feature-rich communication and collaboration capability that combines voice, video and instant messaging with the power of presence. More and more organizations around the world are recognizing and experiencing the positive impact that the Lync solution has on day-to-day productivity, efficiency, and decision-making.

Unfortunately, it's not always easy to see when lync-based communication is missed, and often important queries go unnoticed.

THE SOLUTION

SuperToast is an easy to use application designed specifically to alert users to missed instant messages and audio/video calls.

If an instant message is not acknowledged within a certain configurable timeframe, or a call goes unanswered, the application will notify the user by displaying the missed item in a pop up window. The notification remains on screen until the user clicks it away or clicks on the missed item in the case of an IM to re-engage.

COMPATIBILITY

- Lync 2010 & 2013
- Windows XP SP3
- Windows Vista
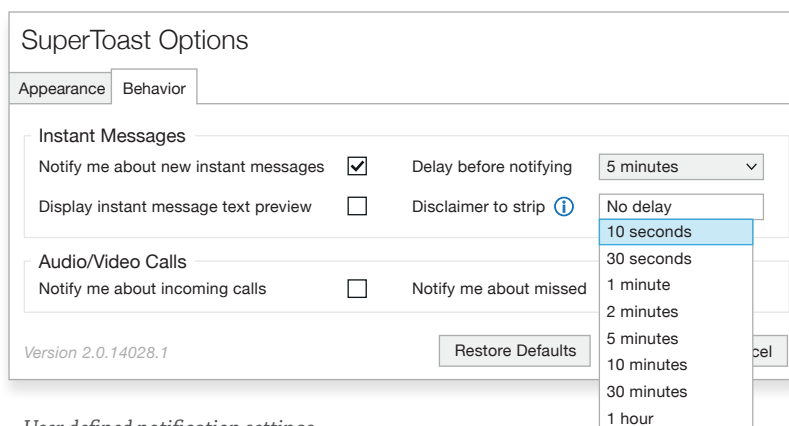- Windows 7,8 & 8.1

KEY FEATURES & BENEFITS

- Pop up window to alert on missed IM's and audio/video calls
- User defined notification delay settings
- Customizable appearance options
- Administrator able to roll out and define settings centrally
- Ability to restrict user settings

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When multiple conversations or calls are missed, SuperToast will stack the conversations in the order they were missed. Any subsequent missed instant messages or calls are then added to the stack, providing the user with a viewable list of all missed conversations. Once viewed, SuperToast will remove the relevant message from the SuperToast notification list.

Users can easily adjust the time delay in receiving notifications by double clicking on the SuperToast icon in the application tray and selecting one of the pre-configured options.

SuperToast Options

Appearance | Behavior

Instant Messages
Notify me about new instant messages ☑   Delay before notifying   5 minutes ▼
Display instant message text preview ☐   Disclaimer to strip ⓘ   No delay
10 seconds
30 seconds
Audio/Video Calls   1 minute
Notify me about incoming calls ☐   Notify me about missed   2 minutes
                                                                   5 minutes
Version 2.0.14028.1   Restore Defaults   10 minutes
                                                                   30 minutes
                                                                   1 hour

User defined notification settings

OPTIONS

SuperToast is available in two versions:

- **SUPERTOAST** – A single user version of the software which is freely available for individual users to download for their own use.

- **SUPERTOAST PRO** – An Enterprise version for organizations who require a corporate solution. SuperToast Pro offers a few additional features and the ability for administrators to set or lock down features, as well as support and software assurance ensuring you always up to date with the latest version.

FEATURE COMPARISON

FEATURE	Single User	Pro
Ability to customize the appearance	–	✓ *
Notification of missed Instant Messages (IM)	✓	✓
Disclaimer to be stripped	–	✓
Display IM text preview	✓	✓
Notification delay settings (No delay to 30 min)	✓	✓
Notification of incoming audio/video call	✓	✓
Notification of missed audio/video call	✓	✓
Ability to lock down behavior settings	–	✓ *
Option to save behavior changes by the end user unless locked down by the admin	✓	✓
Support and Software Assurance	–	✓

* Functionality limited to the Admin available only through the Pro version.

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User friendly interface for easy customisation of appearance

With user-friendly controls, users or administrators are able to adjust the size of the screen, title bar text and color, logo position, as well as name, message and background colors.

SuperToast Pro also allows admin to centrally define settings which can then be locked before rolling out to additional users, restricting unapproved changes.

PURCHASE

SuperToast Pro pricing includes Software Assurance, ensuring users that they will also have the most up to date application.

Visit modalitysystems.com today to find out more about SuperToast Pro or to download a free single version of SuperToast!

ABOUT MODALITY

Modality Systems is a specialist provider of Universal Communications (UC) services, associated products and custom development software for Microsoft Lync. Combining in-depth technical expertise with a professional consulting approach, we have an enviable track record in delivering successful projects globally, working with clients to optimize their investment and the value of UC.

Modality offers a range of end-to-end services - from strategic consultancy and design, to deployment, end-user adoption and application development. Our consultants are some of the highest-qualified in the Lync world, authoring leading Lync publications and carrying out Lync consultancy projects on behalf of Microsoft.