

CODESPEAR®

HELP CENTRAL

Date Created : 3/1/07
Date of Last Review : 7/24/07
Article Number : 80007

Knowledge Base Article

Alerts to Phone Devices Don't Go Through

SYMPTOMS

- Alerts sent to Phone Devices are not received (the phone doesn't ring)
- The message log shows "Failed: Could not dial" for the phone number device's response detail.

CAUSE

- SmartMsg is using the SIP Phone Dialer module to handle calls and the particular SIP card in use requires a 1 to be dialed before the phone number.

RESOLUTIONS

1. In the SmartMsg Administrator Tool, go to the Global menu and select Properties.
2. Click the Modules tab.
3. Double click the SIP Phone Dialer module.
4. Within the SIP Phone Dialer module setup, go to the Settings tab.
5. Check the box for "Put 1 before numbers".

Note: It is possible that these module settings were configured as a server override. To check this, right click on the server icon, select Properties, and go to the Modules tab, if there is a "Yes" under Custom Settings next to the SIP Phone Dialer Module, then the overrides need to have the "Put 1 before numbers" box checked.


More Information

Visit [Codespear's Help Central](#)

To contact our support staff by email, [click here](#).

You may also want to consult these SmartMsg support tools:

 [Contact Support](#) – Contact a support representative by filling out the following form.

 [Issue Reporting](#) - Found an issue that you would like us to know about? Click [Here](#) to report an issue to our support team for immediate consideration. We will contact you by email with a resolution.
