INSTANT NOTIFY

User Manual



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Introduction

Overview

Instant Notify automatically sends customizable voice or text messages to recipients immediately or based on a scheduled date and time. Each user can create and manage their notification callout lists. The user specifies information about each list and its members that will receive the notification message. They also determine the start and stop dates and times for the notification message delivery.

Notification messages can be in the form of:

- □ User recorded voice telephone message
- Email Message
- □ SMS (Short Message Service) to mobile devices
- \Box All of the above

The user created callout lists can be created manually or imported from an existing compatible structured data file. The recipient member's First and Last name, Phone number(s) and Email address can be imported from an existing Comma Separated Value (CSV) or equivalent database type file.

Administrators and Users

There are multiple levels of access reserved for each type of person logging into Instant Notify. Since Instant Notify can be accessed via an on-site PC or by calling in to the Telephone User Interface (TUI), *all levels of login consist of a unique numeric user ID and a numeric password*.

The person assigned as **Administrator** is responsible for creating the **User** accounts information and callout level priorities for each user. Only the person with Administrator level privileges is allowed to create or delete Users.

Users are assigned a numeric identification and default numeric password by the Administrator. After logging in to Instant Notify, the user may change their password. Each User may use the simple step-by-step Wizard or easy to follow screens to create multiple notification lists consisting of list members, notification text and/or a callout voice message. The voice message for the list may be recorded by the user or may be selected from a list of messages previously recorded.

The rest of this manual assumes that the Instant Notify server has been installed and Instant Notify User Software has been installed on at least 1 PC from which the Administrator and Users will log in.

Creating a Notification List

You may create notification lists with voice and Email /Text messages by using a designated Windows 2000 or higher PC(s) containing the Instant Notify client software. A sound card, speakers and a high quality analog or USB microphone are required for recording new audio messages that the list members will hear when they are called.

Notification voice messages for a list may also be recorded or changed by calling into Instant Notify and using the <u>**T**</u>elephone <u>**U**</u>ser <u>**I**</u>nterface hereafter referred to as the "**TUI**". The TUI will be covered later in this manual.

User Account Login

Double click the Instant Notify icon on the desktop or go to the Start / Programs menu and select Instant Notify. The following login screen will appear.



Figure 1 Login Screen

The next screen offers logical option choices for creating a new notification list and editing or deleting an existing list.

| | | | | , | | | | |
|-------------|------------|--------------|---------------|----------|--------------|---------------------|------------------------|------------|
| int Notify | | | | | | | | |
| tant Noti | fy | | | × | Tuesda | ay, November 25, 20 | 008 06:59 PM | |
| Icome Ed H | Lists | Manage | My Recordings | | _ | _ | _ | _ |
| | | | What would | you like | to do? | | | |
| C | reate | | Ed | it | | De | elete | |
| | Create a |] | | dit List | | | elete erkod List(s) | |
| | | | | | | V | dineu Lisi(s) | ļ |
| | | | | | | | | |
| lete # User | 8 | Name of List | Description | Status | Callout Time | End Time | Priority | Call Count |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| The date | la of the | | an linta | | | | | |
| The deta | ins of the | nouncatio | JII IISUS | | | | | |
| you creat | te will be | shown he | ere. | | | | | |
| | | | | | | | | |
| | | | | | | | | |

Figure 2 List and Message Recording Management Options

Which \underline{TAB} you select to start with depends on whether or not a recorded message already exists to assign to a list. List members will hear the associated message when they are called.

If you plan to record a new notification voice message, it is probably more logical to start by clicking the **Manage My Recordings** <u>TAB</u>. The reasoning for this is that when creating a list, you will be asked which voice recording should be assigned to be played to the list members. By making sure the recording is already available, you can select existing recorded messages from a drop down list. There will be no need to interrupt your list creation sequence to go back and record a message. There is no right or wrong to the sequence you follow, as long as you complete all requirements the list asks for to be completed.

For the purposes of illustration in this manual, the **Manage My Recordings** <u>**TAB**</u> will be selected first. A notification message will be recorded and then a list will be created. Member information will be added to the list and then the notification date/time instructions will be entered.

To create and record a voice notification message or *optional text to speech* message that is played when calling the list members, click the **Manage My Recordings** <u>TAB</u>.

Click **Create a New Recording** and a secondary **Recording Options** screen will appear with 3 additional selectable **Option** <u>TABS</u>.

| | | Recording Options | s for Ed H (New) | | | |
|--|--|---|---|-----------------------------------|----------------|--------|
| | | Informati | on TRecord/Uplo | ad Options | Text To Speech | |
| 🖉 Instant Notify | | | | | | |
| Instant Notify | | 1 | Wednesday, November | 26, 2008 01:28 PM | | |
| Manage My Lists | Manage My | Recordings | | | | |
| Welcome Ed H | | 14/h at word d you like | 4. 4.0 | | | |
| Create | | What would you like | 10 007 | Doloto | | |
| Create a Ne Recording | ₩ ₹ 2 | Edit Recording | | Delete Marked Recording(s) | | |
| Delete # User | Name of Recordin | ng Description T | ext To Speech | Last Updat | te | |
| | 1964 W | | | | | |
| Recording 3 for Ed H | (New) Becord/Upload D | ntions I Lext Lo Spe | ech) | | | |
| Becording name: | | | | | | |
| Pacarding description: | | | | 7 | | |
| Recording description. | Recording Options f | for Ed H (New) 4 | | | | |
| | Information | Record/Upload | Options Text To Speed | ch | | |
| Last Updated | Way File: | | | 15 | FER | |
| | | Browse | | | | |
| | <u>< </u> | Recording Options for Ed | H (New) | C | | |
| Assign your new reco to continue creating y | | Information | Record/Upload Uptions | | eech | |
| your recording, click t | | Text To Speech | ************************************** | | 13 | 227 |
| | | 2 | | / OTE: This T | AB will | |
| Save | Instant Notify of a pre-recorded | | be | e grayed out | t if the | |
| | microphone, ca the text-to-spea | 8 | | ext to Speed | ch option | · · |
| | Click the next to finished creatin | | | | | 281 |
| | Save | | 1 | | | |
| | | Click a previous tab have finished creatin | to continue creating your g your recording, click th | recording. When e Save button. | you | |
| | | | | | | |
| | | | | | | |
| | | Save | | | | Cancel |

Figure 3 Manage My Recordings Option Screens

Creating Notification Messages / Recording Option Tabs

Simple instructions that explain what to do are at the bottom of each screen. Enter up to 20 characters for the name you want to associate with the new recorded message. Remember that you can assign this recording to more than one list so pick a name that identifies the content, such as "football practice cancel". You may want the same message to play for multiple notification lists that have different date or time of day settings.

Enter a detailed description of the new recorded message or text to speech message such as *"Football practice for this Saturday has been cancelled. A new schedule will be posted on Monday"*.

| Information | Record/Upload Options Text To Speech | |
|--|---|---|
| Recording name: | Football practice ca | 1222222 |
| Recording description: | "Football practice for this Saturday has beeb cancelled. A new schedule will be posted on Monday" | |
| Last Updated: | 03/17/09 05:04PM | After the Save key is clicked, the date/time of when information in this |
| Allows you to review after recording. | Listen to current Recording | screen was entered or modified is shown here. |
| Assign your new reco | rding a name and description. Click the next | tab |
| your recording, click t | he Save button. | |
| | Simple instructions for each | screen. |
| Califo | | Concel |

Figure 4 Recording Information Tab

You may save the information entered now by clicking the **Save** button **or** click on the next **TAB** at the top to continue. The lower left **Save** button on the other Tab screens will also save all of the entered information after recording or uploading the message.

Click the **Record/Upload Tab** to record a new callout message using a high quality microphone connected to the sound card of your computer. A USB microphone is recommended for the best recordings. If you want to use an existing WAV (waveform) file, you can use the Browse button to locate and import it.

A temporary WAV File name must first be entered if recording a new message. If you are going to use an existing WAV file, click the **Browse** button to find and select the WAV file that you want the list members to hear when called. The recording controls will be inactive until a file name is present and you click a control bar button.



Figure 5 Record/Upload Option Tab

If you are not satisfied with the audio recording you just created, you may rerecord a new version by doing the following:

Do not click the Save Recording button. Instead, you must give the temporary WAV File a new name and then click the Record button.

Note: If you click the Record button without changing the present WAV File name, the previously recorded audio will not be erased. The new recording will be combined with parts of the old one.

Saving the audio file requires 2 steps. After recording or uploading the WAV file, you must first click the **Save Recording** button to save the temporary work file in the local PC scratchpad memory.

To upload and permanently save the recorded message to the Instant Notify Server, you must click the **Save** button in the lower left corner.

Text to Speech (TTS) is an *optional feature* and may or may not be present on your system. If the Text to Speech option was purchased, you may type the message you want the list members to hear when called. The text will be spoken with a synthesized voice instead of a recorded message.

Creating a Text to Speech (TTS) message is similar to the requirements described for a voice recording. You must first enter a Recording Name and optional Recording Description in the **Information** <u>TAB</u> screen. Skip to the **Text to Speech** <u>TAB</u> and type in the desired text. Click the **Save** button when finished.

After the TTS message has been assigned to a list, to hear the synthesized spoken message, you must call into the Instant Notify system Telephone User Interface menu and log in to your user area. A dial menu will present options for listening to your TTS message and ask for the message reference number you want to listen to. (*See "Using the Telephone User Interface (TUI) Menu Options"*)



Figure 6 Text to Speech Message Input (optional)

| | Tuesday, December | 109, 2008 10:49 AM |
|------------------------------------|--|---|
| | | |
| | | |
| Manage My Recordings | | |
| | | |
| What would you | it ing | Delete Marked Recording(s) |
| e of Recording Description | Text To Speech | Last Update |
| all practice ca "Football practice | for t | 12/09/08 10:08AM |
| | Manage My Recordings What would yn Ed a of Recording Description ball practice ca "Football practice | Manage My Hecordings What would you like to do? Edit Recording Description Text To Speech Ball practice ca "Football practice for t |

Figure 7 Voice or TTS Message Reference Number

Creating and Managing Notification Lists

Now that a notification message has been created, a notification list of the people who are to receive that message must be created.

Select the Manage My Lists <u>TAB</u> and then click the Create a New List button.

| Instant No | otify | | | | | | | | |
|------------|------------------------|--------------------------------|--------------|-----------------|------------|--------------|---------------------|-------------------------|------------|
| Options | Help | | | | | | | | |
| nstar | nt _{Mar} | Votify nage My Lists | Manage | : My Recordings | ו | Tuesda | ay, November 25, 20 | 308 06:59 PM | |
| Welcom | e Ed I | H | | What would | l you like | to do? | | | |
| | | Create a New Lis | | | Edit List | | | ielete arked List(s) |] |
| Delete | # | User | Name of List | Description | Status | Callout Time | End Time | Priority | Call Count |
| | | | | | | | | | |
| ~~~~ | ~~~ | | | ~~~~~~ | ~~~~ | ~~~~~ | | ~~~~ | ~~~~~ |

Figure 8 Manage My Lists TAB

| List Options for Sam | Ratcliff (New) | | Call Priority is set by your |
|--|---|--|---|
| Call | out Exceptions Notif | ication Options | system administrator. |
| Ger | eral Info | Members | List Start/Stop |
| List name: List description: | Senior Class Football Message Notice to senior class football players. Call Priority: Normal Make Call: | Select List Recording(s) Security/Acknowled Select telephone call, Email or both Answering N | gement NONE RECORDED |
| Email Subject: Email Body: Auto Text Sele | Football Practice Cancelled 12/20 There will be no senior class football practice this Saturday 12/20/08. The new schedule will be posted Monday. Coach Ratcliff | This pull down lis contain the names the available audi recordings or TTS messages you cre Shortcut tex | st will o f all o 5 * ated. |
| To create a new send an email, e continue creating Save | list, assign it a name, description and nter the subject, text and check the Se your list. When you have finished cre Click Save or select List Me | select the recording your and Email box. Click the eating your list, click the mbers TAB to contin | ted into the Email Body. bu want it play. If you also wish to List Members tab above to a Save button. Due Cancel |

Figure 9 List Options General Info TAB

* Text to Speech option required

There are two methods of inserting or adding call list members into your new or existing notification list.

To enter member information manually, type the information and then click the **ADD** button. The member information will grow as each member is added. The **Total** number of members in this list is shown in the lower right corner.

To find a member in the list, click the **Clear Entry** button type in some known information in one or more of the fields and click the **Search** button. If there is an existing member information database in CSV, XLS, Access or other compatible file format, it can be imported by clicking the **Import** button. A field mapping screen will appear as shown in *Figure 11*.

| Ge | out Exceptions | | Notification Option | ns l | List Start/Stop | | |
|--|--|----------------------|---------------------|--------------------------|---------------------------------|--------------|--|
| First Name: Phone #: Email Address: Text Message: | Larry 366-1212 notforgotten@c 3051212@veria | doud.com | Initial: | Las Alt. F Securit | t Name: LaFond *hone #: | | A numeric code may b assigned to each list member. If the <i>Securit</i> <i>Code Required</i> option enabled (See <u>Figure 12</u> the private notification |
| Delete First Nan Jim | e Initial | Last Name Kemdall | Phone 375-1212 | Alt. Phone | Email Address jimmyk@aol.com | Text 3051 | message will not be heard unless the person answering the call enter their correct security |
| | | | | | | | code. |

Figure 10 Adding or Importing List Members

| ort Manager | | | | | | 1) Click the Browse |
|-------------------------------|---------------|------------------------------------|--|--------------------|--|---|
| nport setup Database File: | D:_Cl2Import | \IN_Import.xls | 1 | Browse | Column Position | button and select the |
| User ID: | | Passwo | ord: | i' | First Name: 1 | location of the existing |
| Table Name: | Sheet1\$ | | | * | Initial: | member me. |
| Header: | | | | | Last Name: 0 | 2) Click the Preview |
| Column names 0 | and first row | of data found in you 2 | ur database file: 3 | 4 | Phone #: 7 | button. If matching |
| LName GRUWIN | FName Joe | Address1 87 MILL ST. | Address2 | City Danbu | Alt Phone # 8 | header information is found the Column |
| exult of import | | Preview | | | Emai Address: 9 | Position boxes will show the columns it matches |
| First Name | Initial | Last Name | Phone | Alt. 📩 | Security Code: | You can modify these |
| FName Joe A.J. | | LName GRUWIN FOLIO Bourke | HomePhone (203) 797-2 (203) 720-2 (203) 272-7 | Woi | | manually. |
| LARRY Frank | | PAUL Olszewski | (203) 979-9 (203) 723-7 | (20: | | 3) Click the Import |
| < | | | | | | |
| <u><</u> | | Import | | Total 10 | | of imported lines will be |
| < | Save | Import | | Total 10 Cancel | Total members added: 0 Total members updated: 0 | of imported lines will be shown. |

To set the callout options for this members list, select the **Notification Options** <u>**TAB**</u>.

| General Info | List Members | List Start/Stop |
|--|--|---|
| Callout Exceptions | Notification Options | 7 |
| Voice Message Reply. | Email Report Per Call | Answeing Machine Enable Detection: Retry Call If Detected: Leave Message if Detected: Rules |
| Security Code Required: Security Code Attempts: 3 Acknowledgement Required: Acknowledgement Attempts: 3 | | Max Call Retry Attempts: 1 Dial Timeout (sec): 45 Busy Retry Delay (sec): 300 RNA Retry Delay (sec): 900 |
| Acknowledgement Code: Acknowledgement Code: Retry If Not Validated: Premeinder Dialing: Number of Contacts Required: 10 |] | Poling Enabled: Digit 0: Digit 4: Digit 8: Digit 8: Digit 9: Digit 7: < |
| se options allow you to tailor each list lainder Dialing and Polling. When you Save | to your needs including Sec have finished creating your | urity and Acknowledgement codes, list, click the Save button. |

<u>Selections</u>

Voice Message Reply – If installed on a VSLX / DFX VM platform called party can dial # to leave reply.
Transfer Feature / Transfer Number – Allows called party to dial "0" for hook-flash transfer.
Email Report– Sends an Email report to list owner per call or a summary when finished callouts.
Security Code Required / Security Code Attempts – Person called must enter their personal code to hear the notification message. (See Figure 10)
Acknowledgement Required – Person called must enter the list's common Acknowledgement code to hear

the notification message. May be a single digit just to confirm delivery. Acknowledgement Attempts – ____ Acknowledgement Code – ____ Retry if Not Validated – [] The message selected in the General TAB / Select List Recording(s) / Security/Acknowledgement

(See <u>Figure 9</u>) will be played first. Example: "Enter your security code plus pound to hear this message" or "Please enter _____ (acknowledgement code) plus pound to hear this message."

Remainder Dialing – Start a subsequent callout session from the same previous point in a list. Number of Contacts Required – Stop the list callouts after successful calls to X members have been done. If acknowledgement or security is enabled X required members must respond. Email Report– Sends an Email report to list owner per call or a summary when finished callouts.

Answering Machine

Enable Detection – When the callout is answered, apply logic to determine if it was an answer machine.

Retry Call If Detected – If an answering machine is detected, play the *Message* and then call back a second time for an attempt to get a live person. Only 1 message is left on machine.

Leave message If Detected – *If answer machine is detected, play the Message, consider the call a success.*

<u>Rules</u>

Max Call Retry Attempts –*If the call in not completed, this sets the number of times a callout is tried before it is considered unsuccessful and stops calling this list member.*

Dial Timeout – *The number of seconds to wait before abandoning due to no detected progress tones.*

Busy Retry Delay – The number of seconds to wait before re-trying a previously busy callout.

RNA Retry Delay – The number of seconds to wait before re-trying a previous Ring No Answer.

<u>Polling</u>

Digit 0 - # - Called party may be asked to press a digit to answer a question. Digit shows in call report.

| Cal | General Info | List | Members | List Start/Stop | |
|------------------------------|--|---|---------------------------------|-------------------------|------------|
| Calls Allowe | d 1 of 1 Comment: Daytime | calls | | | |
| | Any Time of Day | Any Day of Week | Any Day of Month | Any Month of Year | |
| | 8 :00:00 AM 🕂 | Sun | 1. 😪 | Jan | _ |
| Enabled | 6 :00:00 PM 🕂 | Sun | 1 😒 | Jan | - |
| Calls Disallo | wed 1 of 3 Comment: New Yea | ir's Day | <u></u> | | |
| | Any Time of Day | Any Day of Week | Any Day of Month | Any Month of Year | |
| Enabled | 12:00:00 AM | Sun | 1 | Jan | - |
| | 12:00:00 AM | Sun | 1 | Jan 🔽 | • |
| | | | w | | |
| is is the ran ck the Save | ge when Instant Not button or the Notific | ify will either allow or ation Options tab abo | disallow your list to me we. | ike calls. When you hav | re finishe |
| Save | | | | L L | Cancel |

To set the allowed and denied dates and times for this callout list, select the **Callout Exceptions** <u>**TAB**</u>.

Figure 13 Callout Exceptions TAB

The client software comes with the examples for reference as shown in **Figure 13**. There are two distinct sections labeled **Calls Allowed** and **Calls Disallowed**. These settings pertain to the notification list that you are currently creating or modifying. Each notification list can have different allowed and disallowed callout settings. The combination of the two sections makes notification callout restrictions extremely flexible.

In this sample screen, callouts are allowed from 8 AM to 6 PM any day of the week, any day of the month, and any month of the year. In other words, it can make calls anytime between 8 AM and 6 PM except for the holidays listed in the **Calls Disallowed** section. You can check the restriction boxes to create day of week, day of month and month of year only restrictions in any combination. If you need to narrow the callout even further such as no calls during lunch time etc, you can click the **NEW** button in the **Allowed** or **Disallowed** sections to present finer tod/dow/dom/moy (time of day/day of week/day of month/month of year) callout windows.

The Disallowed section usually contains the major holidays when callouts should not take place.

The next TAB determines when the notification callouts will begin and end. Select the **List Start/Stop <u>TAB</u>** and the following screen will appear:

| List Options for Sam R | latcliff (New) | | | | | |
|--|--|---|--|---|--|--|
| Callout | Exceptions | Notifica | ation Options |] | 10-10-10-10-10-10-10-10-10-10-10-10-10-1 | |
| Gener | al Info | List Me | embers | List Star | rt/Stop | |
| | Current Callout Activati Current Callout E There is no rec | Current Status: stopp on Date/Time: nd Date/Time: cording selected, the recording has be | bed | active pendingstop | art Later | |
| | New Callout Activati | Select Action | 1/07 🕑 12:00:00 AM | | art Later op ause | |
| | New Callout E | nd Date/Time 05/31 | 1/07 🗾 12:00:00 AM | | December | 2008 |
| Here you can autor click the Save butto Save | maticaly or manuall on or for advanced | y set the callout tir features, click the | ne frames. When yo Callout Exceptions | ou have finished cre or Notification Optio | Sum Mon Tue Ved 1 2 7 8 9 14 15 16 14 15 16 21 22 23 24 Ons tabs 6 29 30 31 Cancel Cancel Cancel Cancel Cancel | Thu Fri Sat 4 5 6 11 12 13 18 19 20 25 26 27 2008 |

Figure 14 List Start/Stop Callout TAB

The **Current Status** field indicates the current callout activity for this notification list. It changes based on what was selected in the **Select Action** field. As shown in the examples to the right, the choices in the pull down list of the **Selected Action** field will dynamically change depending on the **Current Status**.

Selecting the pull down date list for **New Callout Activation Date/Time** or **New Callout End Date/Time** will produce a calendar to make it easy to pick a start and end date.

The start/stop information selected and current status will appear in the **Manage My Lists** screen. The amount of calls of the total list is shown in the Call Count field.

| Delete | / # | User | Name of List | Description | Status | Callout Time | End Time | Priority | Call Count |
|--------|-----|------------|-------------------|----------------------|---------|------------------|------------------|----------|------------|
| | 1 | EdH | Senior Football A | Notice to senior cla | pending | 12/10/08 10:40AM | 12/10/08 04:40PM | Normal | 3-10 |
| | 121 | Liet Numl | oor | i | | | | | |
| ii | | List Ivuin | | | | | | | |
| 4 | | | | | | | | | |

Figure 15 Manage My Lists Screen Callout Status Fields

Reports, Options and Help

File Menu

Clicking on File in the upper left control bar area, a pull down menu will appear.



Figure 16 Pull Down File Menu

Confirmation Report

A confirmation report showing notification activity for a selected date and time period can be viewed and printed. Additional filtering is provided to show all, failed, completed or only retries in the report view. If the Polling feature is being used, (See <u>Figure 12</u>) the Dgt column shows which digit was dialed. A total for each digit dialed and total responses are shown in the lower left of the screen.

| Report Range/Limits | | Users | Users | | | Lists Football for senior class message | | | |
|-------------------------------|--------------|--------------------|------------------|--------|------|--|-------|--|--|
| From: 3 / 1 /2009 - 8:00:1 | 00 AM 💽 | Sam Ratcliff | | | | | | | |
| To | | | | | | | | | |
| 3 /31 /2009 - 5:00:1 | 00 PM 💽 | | | | | | | | |
| [V] 61 | | | | - | | | | | |
| Failed Completed | Only Retries | Select All | Clear All | Select | tAll | Clea | r All | | |
| Report View | 15 | | | | | | | | |
| Date/Time Called Member | User | Name of List | Phone/Email/Text | Tries | Msg | Status | Dgt | | |
| 03/17/09 02:18PM LARRY F | Sam Ratcli | f Football Cancel | (203) 979-3223 | 1 | No | Completed | | | |
| 03/17/09 02:18PM Frank Ols | Sam Ratcl | ff Football Cancel | (203) 723- 197 | 1 | No | Completed | | | |
| 03/17/09 02:19PM JAMES G | Sam Ratcl | ff Football Cancel | (203) 723- | 1 | No | Completed | | | |
| 03/17/09 02:20PM Joe GRU | Sam Ratch | ff Football Cancel | (203) 797- | | No | Lompleted | 2 | | |
| 03/17/09 02:20PM A.J. FULI | Sam Ratch | Football Cancel | (203) 720-2 | 1 | No | Lompleted | 3 | | |
| 03/17/09 02:21PM John Rou | Sam Ratch | Football Cancel | (203) 272- | 1 | No | Retry-Rna | | | |
| 03/17/03/02:22PM LARRY F | Sam Ratch | Football Cancel | (203) 373-223 | 4 | No | Retry-Rina Detry Dire | | | |
| 03/17/03 02.23FM FIGHK UN | Sam Ratch | Football Cancel | (203) 723 | 4 | No | Detry Doc | | | |
| | Sam Ratch | Football Cancel | (203) 723- | 1 | No | Detry-nna Detry Dee | | | |
| 03/17/03 02.20FM ABBT LIP | Sam Ratch | football Cancel | (203) 730- | 2 | No | Failed Pas | | | |
| 03/17/03 02:371 M 30111100 | Sam Ratch | ff Football Cancel | (203) 272- | 2 | No | Failed Bna | | | |
| < | | | in Garage et al. | | | 1 construction | 0 | | |
| Polling Digit To | otals | | | | | | - | | |
| 0' - 0 ' | '6' - 0 | | | | | | | | |
| 1' - 0 ' | 7' - 0 | | | | | | | | |
| 2' - 1 | '8' - 0 | | | | | | | | |
| 3' - 1 | '9' - 0 | | | | | | | | |
| 4' - 0 | ·*· - 0 | | | | | | | | |
| 5' - 0 | '#' - 0 | Mon | | | | | | | |
| | | 1 100 | | | | | Total | | |

Figure 17 Confirmation Report

Options Menu

Your User Profile

Selecting the Your User Profile from the pull down Options menu will open the following screen:

| _ | File | Options Help | | | |
|------------------------|---------------|-----------------------|--------------------------|---|----------|
| | In | Your User Profile | , | | |
| | | Open Master Em | all Account Manager | | |
| | | | | | |
| er Profile | | | | 4 | |
| General | Email Account | | | | |
| First Name: | Sam | | | | |
| Initial | | | | | |
| 1 | | | | | |
| Last Name: | Ratcliff | | Same- | | |
| Login ID: | 1234 | | 7 4 44 | | |
| Login Password: | season Us | er Profile | | | |
| Verity Login Password. | [| General | Email Account | | |
| Reply Mailbox | 333 | Use this alter | rnate Email Account: 📕 🗹 | | |
| Email Address 1 | | Email Enabled: | | | |
| Enterit Address 9: | <u>(</u> | Email Address: | coach@aol.com | | - |
| Email Address 2. | | Smtp Server: | mail.aol.com | | 11441-23 |
| Class: | User Class 1 | Smtp Domain: | mailout aol com | | 1441 |
| | | Smtn Port | 25 | | I |
| | | Smtn Authontication: | | | |
| Save | | Simp Addientication. | | | |
| | | Smtp SSL: | | | 0.5 |
| | | Smtp Account: | samr23.aol.com | | |
| | | Smtp Password: | yeriyeye | | |
| | | Verify Smtp Password: | 300000 | | |
| | | | | 1 | |
| | | Save | | | Cancel |

Figure 18 Your User Profile

The **General** <u>TAB</u> shows the information relating to your User log-in account. You are able to change any values with the exception of **Class** which is set by the system administrator.

The **Email Account** <u>TAB</u> allows each user to specify an alternate mail account instead of using the common account set up by the system administrator. This would allow you to send out emails to your notification list from your personal email account. Emails received by the persons in your notification list will show that the email is from your personal email address. If a recipient responds to that email, it will show up in your personal account.

14 _

Help

User Guide

Clicking on Help will present a pull-down menu for access to this User Guide. A hyperlink searchable and printable PDF version of this User Manual is always available as a quick reference for the Instant Notify User.



Figure 19 Help List Options

About Instant Notify

Selecting *About Instant Notify* from the list will present an information window showing the software revision numbers of the Client and Server software.



Figure 20 About Instant Notify Software Levels

Using the Telephone User Interface (TUI) Menu Options

The Telephone User Interface is used for the following purposes:

- To listen to the actual message that will be heard by list members
- To re record the callout message for a selected list
- To start or stop a notification callout list from a remote location
- To remotely change the date/time schedule to start the callout

The TUI menu options are presented in an audible fashion and selected by pressing the appropriate digits on a tone dial telephone. The procedure for calling into Instant Notify to access the TUI menu depends on how your system was configured. *Your system installer or administrator will instruct you on what to dial for accessing the TUI.* Typically it would be one of these methods:

- Calling into a specially assigned telephone number
- Calling into your company's automated attendant and dialing a special digit or an extension number
- Calling into your phone system and dialing a special code to give you internal dial tone so you can dial the TUI extension number i.e. (Direct Inward System Access)
- o Other

When you access the TUI you will hear a welcome greeting. For security it will then instruct you to enter the following information:

- 1. Enter your **User ID** digits and then press the pound (#) key
- 2. Enter your **Password** digits and then press the pound (#) key

The Main Menu will then give you a choice to select a **List Number** you want to access or **Dial 0** to hear the number of lists you own (See *Figure 15*). When unsure of the list number, you can listen to the associated callout message recording to verify it is the list you really want to select.

After selecting your list number, you can listen to the current callout message for that list and record a new message if desired.

The menu speaks the current status of the callout list and depending on the current state, allows you to start or stop the callouts immediately or set a new callout start schedule Month/Day/Year. You are prompted to enter a 2 digit Month number, 2 digit Day of the Month number and a 4 digit Year of when you want the callout list to start making calls.

If the callout message was created using the Text to Speech option, you can override it by recording a new message using the TUI.

Exit the TUI by terminating the call.