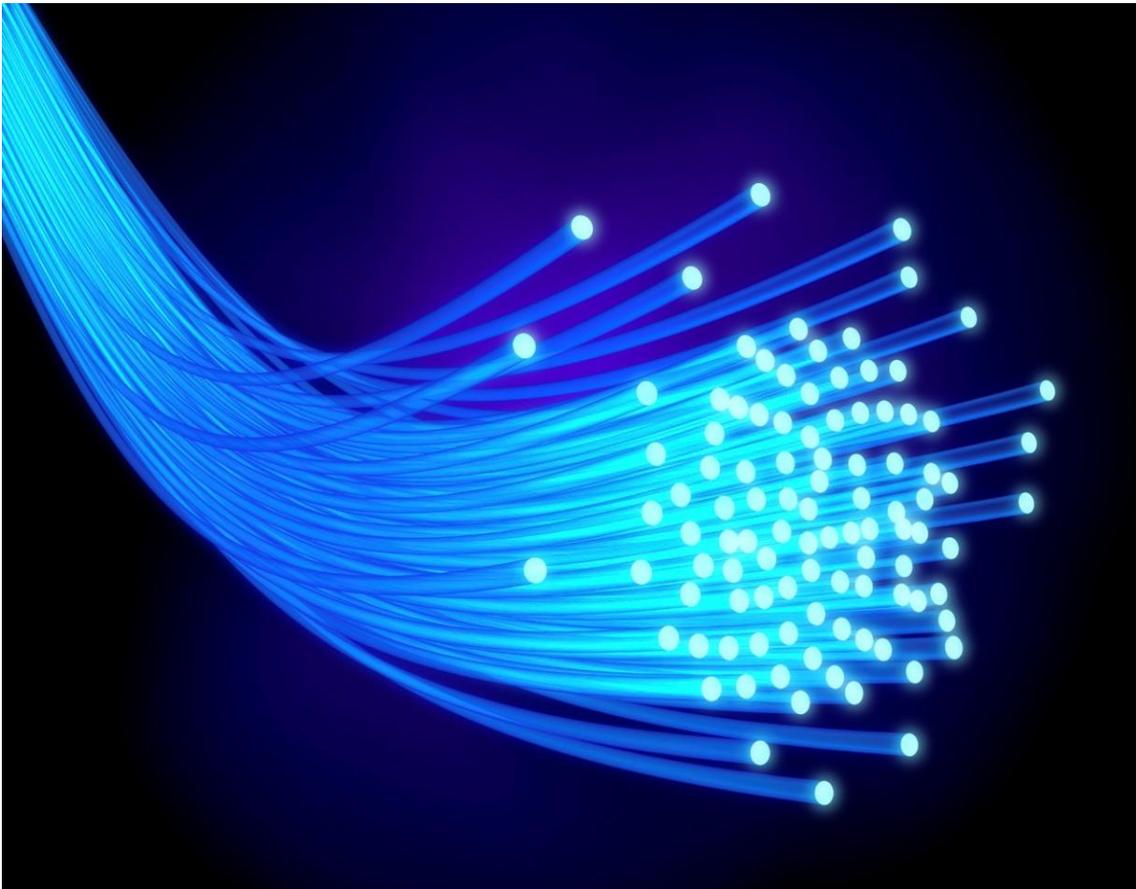


End User Guide
Hosted IP-PBX Phone System
Mass Announcement Service



ITSFiber

13.7 Mass Announcement Service

Our Mass Announcement Service enables you to automate calling a typically large number of contacts, and playing them a pre-recorded announcement. For example, a weather center administrator might have a Mass Announcement Service account configured with contact numbers for all local residents, so that he can easily notify them of a flood warning; or a school principal might have a Mass Announcement Service account configured with contact numbers for the parents of all his pupils, so that he can remind them of an early dismissal. The service will typically make repeated attempts to call each contact until a call is successful.

Depending on the type of account you have been provided with, you might have the option to configure multiple contact lists. Each contact list can be configured with its own contacts and announcement, and can be started and stopped independently. For example, a school principal might have a separate contact list for the parents of students and for school employees. The user who manages the Mass Announcement Service account is known as the Mass Announcement Service Administrator. Only the Mass Announcement Service administrator can start or stop the Mass Announcement Service:

13.8 Basic Setup of an Announcement

When setting up a Mass Announcement, you will use both your phone handset and the web interface. You are also given a Mass Announcement account number and Password when you subscribe to the service.

1. You will **record your message** using your **phone handset** (unless you have a pre-recorded .WAV file). You must dial the Mass Announcement Access Number to do this.
2. You **set up your contact/call list by using the online/web interface**.
3. You **adjust the settings** on how your call list will be sent **using the online/web interface**.
4. You **send your message** out to your call list by using **either** the phone handset or the online/web interface. When using the phone handset, you must dial the Mass Announcement Access Number.

MASS Announcement Access Number: 772-597-5477

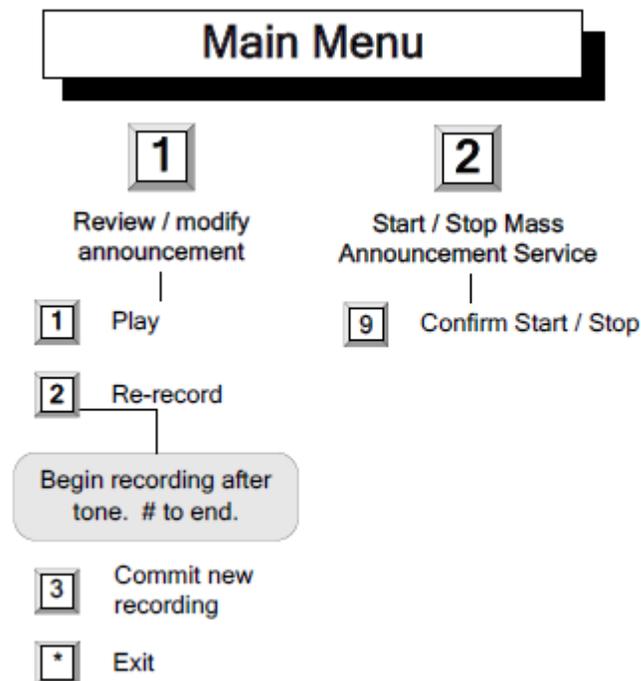
Account Number: _____ **Password:** _____

Record A Message To Send

To record a message from the Telephone User Interface, follow the Mass Announcement phone interface:

1. Call Mass Announcement number.
2. Enter Account number followed by #.
3. Enter Password number followed by #.
Note: If you have more than one Contact list you can select which contact list you wish to use-Listen for prompt.
4. Follow menu below to start.

Telephone User Interface (TUI)



Contact List Configuration

To create your contact list(s) you must first **log on to the online/web interface** for **Mass Announcement**.

1. Access the online/web interface for at:

<https://ma.itstelecom.net>

2. Enter your Account Number and Password.
3. Select **Log On**. You are now able to use the Mass Announcement online portion of the service.

Create Contact List (s)

Use the default settings to create a list:

1. Name: ex. *ITS Telecom* (A name to identify this list)
2. Contact list number: 1 (A unique 2-digit number to ID the contact list)
3. Maximum attempts per contact: 2
4. Time between call retries: 15
5. Timezone: EST
6. Permitted calling times: ex. Tues
7. Save
8. Now you are ready to add contacts to your contact list.

NOTE: Repeat message during recordings.

Name	<input type="text" value="All Parents"/>	Timezone:	<input type="text" value="UTC"/>																
Contact List Number	<input type="text" value="10"/>	Delayed start date (yyyy-mm-dd):	<input type="text"/>																
Disable	<input type="checkbox"/>	time (hh:mm):	<input type="text"/>																
Ringtime:	<input type="text" value="20"/> secs	Stop calling date (yyyy-mm-dd):	<input type="text"/>																
Minimum successful call time:	<input type="text" value="10"/> secs	time (hh:mm):	<input type="text"/>																
Maximum attempts per contact:	<input type="text" value="1"/>	Permitted calling times																	
Time between call retries:	<input type="text" value="1"/> mins	<table><tr><td></td><td>Sun</td><td>Mon</td><td>Tues</td><td>Wed</td><td>Thur</td><td>Fri</td><td>Sat</td></tr><tr><td>Days</td><td><input type="checkbox"/></td><td><input checked="" type="checkbox"/></td><td><input checked="" type="checkbox"/></td><td><input checked="" type="checkbox"/></td><td><input checked="" type="checkbox"/></td><td><input checked="" type="checkbox"/></td><td><input type="checkbox"/></td></tr></table>			Sun	Mon	Tues	Wed	Thur	Fri	Sat	Days	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>				
	Sun	Mon	Tues	Wed	Thur	Fri	Sat												
Days	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>												
Disable forwarding:	<input type="checkbox"/>	Start time (hh:mm):	<input type="text"/>																
		End time (hh:mm):	<input type="text"/>																
Audio files																			
Mass announcement	<input type="text"/>	<input type="button" value="Browse..."/>	<input type="button" value="Download"/> <input type="button" value="Delete"/>																
<input type="button" value="Save List"/> <input type="button" value="Delete List"/>																			
<input type="button" value="Start Mass Announcement Service"/>																			

Add, edit and removing contact names/numbers on your list:

To add a new contact:

1. Type a Name and Number into the blank fields.
2. Select Add contact Button
3. Select **Save Contacts**

To edit an existing contact:

1. Type the new Name or Number as described above.
2. Select **Save Contacts**

To remove an existing contact:

1. Click on the **Remove** button, and then confirm the action in the dialog box. The contact will be removed immediately.

To upload a Group of Contacts:

1. Download CSV-Click on the **Download CSV file** button.

 [Download CSV file](#)

Number	Name	Disable Contact	
<input type="text" value="15045297000"/>	<input type="text" value="Jack Thomspen"/>	<input type="checkbox"/>	<input type="button" value="Remove"/>
<input type="text" value="15045297001"/>	<input type="text" value="Michelle Greene"/>	<input type="checkbox"/>	<input type="button" value="Remove"/>
<input type="text" value="15045297002"/>	<input type="text" value="Mandy Tyler"/>	<input type="checkbox"/>	<input type="button" value="Remove"/>
<input type="text" value="15045297003"/>	<input type="text" value="Harry Tucker"/>	<input type="checkbox"/>	<input type="button" value="Remove"/>
<input type="text" value="15045297004"/>	<input type="text" value="Tom Daly"/>	<input type="checkbox"/>	<input type="button" value="Remove"/>
<input type="text" value="15045297005"/>	<input type="text" value="Michael Wild"/>	<input type="checkbox"/>	<input type="button" value="Remove"/>
<input type="text" value="15045297006"/>	<input type="text" value="James Carter"/>	<input type="checkbox"/>	<input type="button" value="Remove"/>
<input type="text" value="15045297007"/>	<input type="text"/>	<input type="checkbox"/>	<input type="button" value="Remove"/>

Number	Name	
<input type="text"/>	<input type="text"/>	<input type="button" value="Add contact"/>

Add via CSV file:

<input type="text"/>	<input type="button" value="Browse..."/>	<input type="button" value="Upload CSV"/>
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Adjust Additional Mass Announcement Settings:

Ringtime: The amount of time, in seconds, the Mass Announcement Service will ring a number on the contact list before terminating the call. Range: 1-3600.

The default is 20 seconds.

Minimum successful call time: The amount of time, in seconds, that a call must be connected for, if the call is to be counted as successful. If a call is counted as unsuccessful, the Mass Announcement Service will attempt to call the contact again. If the announcement being played is shorter than the time specified here, then completion of the announcement will indicate a successful call. Range: 0-3600. The default is 10 seconds. A value of zero indicates that the announcement must be played in full for a call to be counted as successful.

Maximum attempts per contact: The number of times the Mass Announcement Service will attempt to call each contact. Range: 1-1000. The Mass Announcement Service will stop when all contacts have been called successfully, or when the specified end date and time is reached (set in the Stop calling date / time field), or when the Mass Announcement Service has attempted to call the remaining unsuccessful contacts the maximum number of times set here (whichever happens first). If you have set the Stop calling date/ time field, you can leave this field blank; in this case, the Mass Announcement Service will stop when all contacts have been called successfully, or when the specified end date and time is reached (whichever happens first)

Time between retries: The minimum amount of time, in minutes, between call attempts for a single contact. This field is mandatory. Range: 1-1440. The default is 60 minutes.

Disable forwarding: Check this box to prevent calls from the Mass Announcement Service to this contact from being subsequently forwarded. For example, if the contact has configured incoming calls to his or her number to be forwarded to a network voicemail service, using the Disable Forwarding feature will override this behavior and cause the contact's phone to ring instead.

Delayed start date / time: The date and time at which the Mass Announcement Service will start, after you have clicked on the Start Mass Announcement Service button. If you leave this field blank, the Mass Announcement Service will start immediately when you click the Start Mass Announcement Service button. Enter the date in the format yyyy-mm-dd and select the time from the drop down list.

Stop calling date / time: The date and time at which the Mass Announcement Service will stop, after it has been started. If you leave this field blank, the Mass Announcement Service will stop when each contact has been called successfully, or when the Mass Announcement Service has attempted to call the remaining unsuccessful contacts the maximum number of times, as specified in the Maximum attempts per contact field. Enter the date in the format yyyy-mm-dd and select the time from the drop down list.

Permitted calling times: The days of the week and times of the day when the Mass Announcement Service is permitted to make calls to this contact list. Setting these fields allows you to avoid calling people during unsociable hours, or to reduce the number of unsuccessful calls by targeting times such as evenings or weekends when people are likely to be at home.

Days: Check the box for each day that you want to permit calls to this contact list.

Start time and End time: The times between which the Mass Announcement Service is permitted to make calls to this contact list. Select the times from the drop down list. Leave these fields blank if you want to permit the Mass Announcement Service to make calls to this contact list at any time of the day.

Audio files: This allows you to upload audio files in MP3 or WAV formats for the announcement to be played by the Mass Announcement Service. To upload a file, type the file path into the text field or click on the Browse button and find the file in the explorer. When you have selected the file, click on the Save List button to confirm your selection. The audio file will then be uploaded. You can upload one announcement for each contact list. If you upload a second announcement, it will overwrite the existing announcement

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