

# NOTIFY PLUS USER GUIDE

GRANITE STATE COMMUNICATIONS



## Log In to Web Portal

Enter your User Name and Password and click on Log In to access your Web Portal account. By default the Web Portal will open in the Home Tab, to access Notify Plus, click on the My Settings Tab and then select Notify Plus under the Categories column. If you wish to change your Web Portal Login Password, click on the General Tab located in the Categories section.

## Creating Phone Books

Phone Books are used to organize and store your phone numbers, Email addresses and text Email addresses. Click on the Blue Arrow icon to open your Phone Book lists.



Select a Phone Book	Selected Phone Book						
Water Employee List Water Department Water Dist 1	<table border="1"> <thead> <tr> <th>Address</th> <th>Type</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td colspan="3" style="text-align: center;">No data to display</td> </tr> </tbody> </table>	Address	Type	Description	No data to display		
Address	Type	Description					
No data to display							
<input type="button" value="Add"/> <input type="button" value="Delete"/>	<input type="button" value="Add"/> <input type="button" value="Delete"/> <input type="button" value="Import"/> <input type="button" value="Export"/>						

The Phone Books section contains two lists. The left-hand list is used to manage your Notify Plus phone books and the right-hand list is used to manage the phone numbers and Email addresses/text gateways that are in the currently selected phone book.

To add a new phone book, press the Add button located below the Select a Phone Book list. An empty Add Phone Book window will be displayed.

**Add Phone Book**

Description:

Enter a short description of the phone book in the Description field of the Add Phone Book window. This description will be used to identify this phone book in other Notify Plus Service interfaces.

### Deleting Phone Books

To delete a phone book, select the phone book in the Select a Phone Book list and press the Delete button below the list. A delete confirmation prompt will be displayed. Choose *OK* in the prompt to complete the deletion.

### Adding Addresses

To add a single address to a phone book, select the phone book in the Select a Phone Book list and press the Add button below the Selected Phone Book list. An Add Address entry window will be displayed.

To delete an individual address highlight an address in a Selected Phone Book and click the Delete button, click OK in the prompt to complete the deletion.

**Add Address**

Address Type:

Address:

Description:

## Adding Individual Numbers and Gateways

Select the Address Type (Phone Number or Email/Text Gateway), enter the new 10-digit phone number or Email/text gateway into the Address field, and enter an optional name or description of the address into the Description field. Finally, press the Add button to add the entered address to the phone book.

### Email/Text Gateways

You can send messages to a person's Email address or text messages to their cell phones. To deliver these messages, Notify Plus needs a valid Email address. To send text notifications, you will need to obtain a person's cell phone text address. This address is similar to an Email address and quite often begins with their cell phone number including area code (ten digit #) @xxxwirelessprovider.com

## How to Import Numbers and Email/Text Addresses

### CSV File Creation Procedure (suggested)

Data in this format needs to be created using three columns: Column A containing the 10 digit phone number, Email address or text

	A	B	C
	6059997438	scott phone	0
	6059997438@vtext.com	scott text	1
	scottm@innovsys.com	scott email	1

address. Column B can have a description or can be left blank and Column C needs to have the number "0" if it is a phone number and the number "1" if it is an Email address or text address. Use the CSV File type when you Save your Notification contact data.

*Important Note:* You must close the newly created file before importing into a phone book.

### Import Function

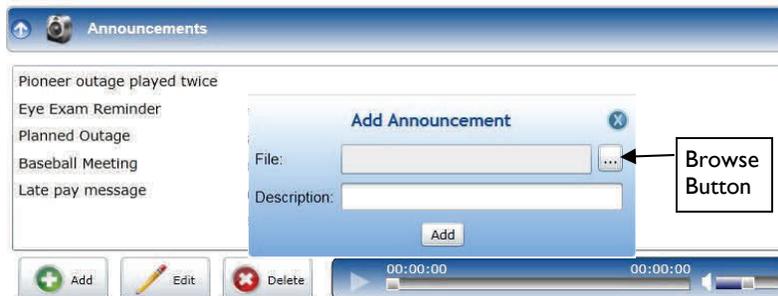
Files containing multiple phone numbers and Email/text gateways can be imported into a Phone Book. To do this, select the phone book to which the addresses will be added and press the Import button below the Selected Phone Book list. When the Import button is pressed a standard file selection window will be displayed. From within this window, select the Comma Separated File, CSV, XML or Text file that contains the addresses to be imported and press the Open button. The valid addresses in the selected file will be added to the Selected Phone Book list.

## Exporting Lists

All addresses in a phone book can be exported to a CSV, TXT, or XML file by selecting the phone book in the Select a Phone Book list and pressing the *Export* button below the Selected Phone Book list. A standard Save As window will be displayed, allowing a file type and location to be specified for the addresses that will be exported. Once the file name and type of file have been entered, press the Save button to complete the file export. All addresses in the selected phone book will be included in the export. *(Use this function after you have added to your Phonebook a single phone #, text or Email address to set up a template guide for creating large spreadsheet lists for import into your phonebook)*

## Adding Announcements

The Announcements section is used to manage the announcement audio files that are available to be played for notification calls. To make a new announcement audio file available for Notify Plus Service calls, press the Add button in the Announcements section. An Add Announcement window will be displayed. Enter descriptive text of the announcement into the Description field. This description will be used to identify the announcement in Notify Plus Service interfaces.



Next, press the browse button next to the File field to open a standard file selection window. Use the file selection window to locate and select the .WAV audio file that will be used as the new announcement and press the Open button. The path to the selected .WAV file will be displayed in the File field. Press the Add button to complete the addition.

To remove an announcement audio file, select the file in the Announcements section and press the Delete button located below the list of announcements. A delete confirmation prompt will be displayed. Press the OK button in the prompt to complete the deletion. Announcement files that are currently being used by a job cannot be deleted. The play sound and volume control can be used to play the announcement selected in the Announcements section.

## Announcement Recording

### Logging In

If you plan on using a telephone to record announcements for your notification jobs you can call the administration number\* using your telephone exchange (the first 3 digits of your phone number) plus 9810 (e.g., 529-9810). You will then be asked to enter your subscriber ID (your 10 digit phone number xxx-xxx-xxxx). Once the subscriber ID has been entered, the following prompt will be heard: *"Please enter your password."* Enter your password (the default is 0000)  
 \*Clicking on the Notify Access Numbers tab in the Settings section of the Web Portal will display the administration phone number.

### Recording Your Announcements [continued]

Once you have logged in, if there are no recorded announcements in your library you will hear: "You currently have no active announcement" prior to hearing: 'Announcement Menu"

"Announcement Menu: To play your Announcement , Press 1, To re-record your Announcement Press 2 , To delete this Announcement Press 3, To pick a new Announcement Press 5, to go to Introduction Message Menu Press 6. If you want to change your Login Password, Press 8. To hear these instructions again Press 0, To return to the previous menu press the \* key."

You have the option of recording up to 20 notification announcements, using the Pick a New Announcement (5) option "Please enter your announcement number," and using your phone pad select a number for your announcement from "0-19". If the number you select has no previously recorded announcement the prompt will say, "You currently have no active announcement, Announcement Menu. To play your announcement, press 1. To re-record your announcement, press 2. To delete this announcement, press 3. To pick a new announcement, press 5. To go to Introduction Message Menu Press 6. To hear these instructions again, press 0. To return to the previous menu, press the \* key."

If you record the Introduction Message (*Preamble*) this announcement will be played before every announcement. This message, once recorded, can be deleted from your Web Portal account in the Settings section or by calling our office.

Once the announcements have been recorded, you can log in to your Web Portal account to access them. The announcements will have a date and timestamp on them which you can rename by highlighting the announcement and clicking on the Yellow Pencil.



### Settings *(refer to image on page 6)*

The *General* tab of the *Settings* section of Notify Plus contains settings that apply to all Notify Plus Jobs as defined on page 6 of this guide. The *Send Job Reports to this Email Address* field is used to enter the email address or addresses to which job reports will be sent.

The *Email Subject* is the text that you can type in that will appear in the Subject line of your Phonebook contacts that are sent Email notifications

*Redial Delay* allows you to select in minutes the amount of time you want the service to wait before it attempts to redial Phonebook contacts who haven't successfully received the recorded announcement.

*Double Redial Delay* allows you to double the *Redial Delay* time between every attempt related to the *Redial Delay* feature.

*Admin Access Password* allows you to edit your access password when you use the Notify Access Numbers to record announcements or to start jobs .

The *Preamble Played before Announcement (Introduction Message)* setting option is used to select an audio file to be played before every

announcement. (Introduction Message) This option could be used to meet FCC Robo-Call requirements (see page6) or as a generic intro for the main notification message. To select an audio file, press the Green + button in this field. A standard file selection window will be displayed. Locate and select the .wav audio file that will be played and press the Save button. To delete the current audio file that is being played, press the Red button in this field. The play sound and volume control can be used to listen to the preamble. You can also use the Notify Access Number to record your Preamble announcement (Introduction Message).

The *Notify Access Numbers* tab displays the list of phone numbers end users may dial to record their Notify Plus announcements, listen to their announcements, and also start a job if they are in "Basic Mode" (see pages 9-10).

## Jobs

The Jobs section is used to add, delete, and manage Notify Plus notification jobs. The left-hand side of the Jobs section contains a list of all the jobs that you have created. Selecting a job in the list will display its settings, call status and exceptions in the tabs on the right-hand side of the *Jobs* section.

***Important Note! You may be subject to FCC requirements to use the Opt Out option and to record the name of your company in the Preamble Announcement (Introduction Message) if your jobs are purely for sales/telemarketing calls. Failure to do so may violate the FCC Report Order No. 02-278. The FCC requires additional reporting for these types of calls. There are exemptions to this order that include political, non-profit and Informational reminder notifications. Refer to the FCC.gov web site and search Order # 02-278 for further guidance***

To delete a Scheduled or Finished job from the service, click on the specific job in the Select a Job window and click on the Delete button. You will then receive a prompt asking to verify the deletion. Click Ok to complete the deletion.

To add a new Notify Plus job, press the Add button to open the Schedule a New Job window. Select job properties described on pages 7-8 and press the Schedule button to create the new job entry.

The screenshot shows a window titled "Schedule a New Job" with a "Settings" tab. The fields are as follows:

- Description: job # 8302013
- Use Phone Book: vet vaccination reminders
- Play Announcement: New Notification
- Email Subject: Import Message
- Text Message: Your pet is due for an annual vaccination this month!
- 53/160
- Begin Date: 8/30/2013
- End Date: 8/30/2013
- Daily Start: 8:00 AM
- Daily End: 9:00 PM
- Retries: 2
- Redial Delay (min): 10
- Double Redial Delay: No
- Calls Per Hour Limit: Off
- Minimum Successful Call Time (sec): 10
- Send Email when Job Finishes: Yes
- Enable Digit Response: Yes
- Transfer Enabled: No
- Transfer Digit: 0
- Transfer Type: Phone Number
- Transfer To:
- Enable Opt Out: No
- Opt Out Digit: 1

A "Schedule" button is located at the bottom of the window.

- Description** Enter some text describing the job (e.g. "Water Late Pays September").
- Use Phone Book** Select the phone book that contains the list of phone numbers and Email/Text Addresses that will be contacted by this job. (e.g. "Water Late Pays")
- Play Announcement** Select the announcement that will be played when this job's calls are answered. (e.g. "Late Pay Announcement") If you only want to send a text message or Email with no announcement, select None.
- Email Subject** Text that you can type in that will appear in the Subject line of your Phonebook contacts that are sent Email notifications
- Text Message** Enter the text message that will be sent to phone book entries if the address type of the entry is an Email or Text Address (e.g. "Call 555000 asap RE your water")
- Begin Date** Enter the day on which this job will begin contacting phone numbers and Email/Text Addresses in the selected phone book.
- End Date** Enter the last day on which this job will contact phone numbers and Email/Text Addresses in the selected phone book.

<b>Daily Start</b>	Enter the earliest time of day that a notification job can be run. The default for this setting is 8:00 AM. (Call us to change default)
<b>Daily End</b>	Enter the latest time of day that a notification job can be run. The default for this setting is 9:00 PM. (Call us to change default)
<b>Retries</b>	Enter the number of times the job will re-dial each phone number that has not successfully answered a call. <i>Note: Select "0" and the number will be called just once.</i>
<b>Redial Delay (min)</b>	You can select in minutes the amount of time you want the service to wait before it attempts to redial Phonebook contacts who haven't successfully received the recorded announcement.
<b>Double Redial Delay</b>	You can double the Redial Delay time between every attempt related to the Redial Delay feature.
<b>Calls Per Hour Limit</b>	You can limit the service to call from 1-999 contacts per hour who you are sending recorded phone messages. This setting would normally be set to off unless you are using the Transfer feature of this service.
<b>Minimum Successful Call Time (sec)</b>	Enter the minimum number of seconds the announcement must be played when a call is placed for the call to be considered successful.
<b>Send Email when Job Finishes</b>	Set to Yes to have the Notify Plus Service send an Email report when this job is complete. Please refer to Page 5 if you need to change or delete the Email addresses where you wish to have the report sent.
<b>Enable Digit Response</b>	Setting this option to Yes will allow the called person to press a digit on the phone in response to the notification announcement (e.g. "Press 1 if you agree, press 2 if you disagree.") The pressed digit will be displayed in the job report Email.
<b>Transfer Enabled</b>	Set to Yes to enable transfer of the call to a phone number or another subscribed service such as Voice Mail when a digit on the phone is pressed. This setting will be disabled if Enable Digit Response is set to No.
<b>Transfer Digit</b>	Choose the digit on the phone that can be pressed to transfer the call. This setting will be disabled if Transfer Enabled is set to No.
<b>Transfer Type</b>	Choose the type of transfer that will occur. Options include Phone Number or Service such as Voice Mail. This setting will be disabled if Transfer Enabled is set to No.
<b>Transfer To</b>	The target of the call transfer. If the Transfer Type is Phone Number then a 10 digit directory number must be entered in the field. If the Transfer Type is Service then a subscribed service like Voice Mail must be selected. This setting will be disabled if Transfer Enabled is set to No and is required if Transfer Enabled is set to Yes.
<b>*Enable Opt Out</b>	Select to Yes to give called numbers the option of opting out of future Notification Jobs. Select No to disable the Opt Out option.
<b>*Opt Out Digit</b>	The digit that called numbers can press to opt out of future job calls. <i><u><a href="#">*Please see compliance note on page 6 of this brochure.</a></u></i>

## Completed, Scheduled and In-Progress Jobs

The progress of an ongoing or finished job can be viewed by selecting the job in the Select a Job list and clicking on the Status tab. The top of the Status tab contains a list of all the addresses in the phone book being used by the selected job, and the current call status of each address. The lower section of the Status tab shows the overall state of the current job (e.g., Idle, Running, Paused, Finished or Canceled), and also has a row of buttons used to control the state of the job and the list of addresses.

**Selected Job**

General Status Exceptions

Address	Attempts Made	Status	Time Stamp	Response
605-990-72	1	Answered	9/6/2011 3:20:29 PM	1
scottm@inn	1	Sent Email	9/6/2011 3:19:43 PM	

Current Status: Finished

Resume Pause Cancel Refresh

The Resume button is used to continue the job if it has been paused. The Pause button suspends the job if it is in progress. The Cancel button completely stops the job if it is running or prevents the job from running in the future if it is scheduled. The Refresh button retrieves the latest call status data from the system.

### Job Exceptions

The Exceptions tab is used to manage the list of phone numbers or Email addresses/text gateways that should not be contacted if they are found in the phone book associated with this job.

To add a job exception, press the Add button in the Exceptions tab. An Add Exception entry form will be displayed. Select the Address Type (Phone Number or Email/Text Gateway), enter a phone number or Email address in the Address field and press the Add button to complete the entry. Exceptions can be removed from the Exceptions tab by selecting them and pressing the Delete button at the bottom of the tab.

*Note: Phone numbers or Email addresses/text addresses that are added or deleted from the Exceptions list are not permanently removed from the Phone Book.*

## Basic Mode (Using the Phone to Start a Job)

Basic Mode allows you to start a single job over the phone. The Phone Book associated with Basic Mode needs to be created through the Web Portal or by our support staff if you don't have access to the Web Portal. If your account is set to Basic Mode the Web Portal will only allow you to have one Phone Book and one Announcement.

**Logging In** Call the administration number using your telephone exchange (the first 3 digits of your phone number) plus 9810 (e.g., 529-9810). You will then be asked to enter your subscriber ID (your 10 digit phone number xxx-xxx-xxxx). Once the subscriber ID has been entered, the following prompt will be heard: "Please enter your password." Enter your password (default 0000). You can change your Admin Password from the Settings section of your Web Portal account. If you don't have Web Portal Access, please call our office to change your Admin Password.

## Basic Mode (Using the Phone to Start a Job) [Continued]

### Recording Your First Message and Starting a Job using the Phone

Once you have logged in, you will hear: *"Notify Job Menu. Press 1 to record your message, press the # key when you have finished recording. Press 6 to go to the Introduction Message Menu .*  
*NOTE: If you would like to use the Introduction Message option, as defined on page 5 in the Settings section, you must first record your main message.*

Once you have recorded your message and have pressed the # key you will hear the Notify Jobs Menu, press option 3 . Once you have pressed 3 you will hear the following prompt: *"To start job, press 1.* After you have pressed 1 you will hear the following prompt: *"Job started. "* You may now hang up.

### Changing a Message and Starting a Job using the Phone

If you have already recorded an announcement and wish to listen to or change it, log in using the instructions on page 9. Once you have logged in, you will hear: *"Notify Job Menu. Press 1 to record your message, press the # key when you have finished recording. Press 2 to listen to your recorded message. Press 3 to start the Notify job. Press 6 to go to the Introduction Message Menu.*

Once you have recorded your message and have pressed the # key you will hear the Notify Jobs Menu, press option 3 . Once you have pressed 3 you will hear the following prompt: *"To start job, press 1.* After you have pressed 1 you will hear the following prompt: *"Job started. "* You may now hang up.

## General Tab

Use the General Tab in the Web Portal to change your Web Portal Log In Password.

### Password Change

Enter your old password and then select a new one. You can use the password strength meter to measure the level of password security. By alternating alphabet and numeric characters you will create a stronger password. Once you have chosen a New Password, re-enter it in the Verify New Password field and click on the Save button at the bottom of the screen.

Change Password

Old Password:

New Password:

Verify New Password:

Password Strength: Weak\* Medium Strong Best

**Notes:**



