MetaSphere N-Series Mass Announcement Service User's Guide

VC3-310-Issue 3.9-Release 1

December 2014

Notices

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Issue Status

Issue Number	Date	Notes
Issue 3.9	December 2014	

1. Getting Started

This manual explains how to configure and manage the MetaSphere N-Series Mass Announcement Service.

1.1 About This Manual

Chapter 2, **Overview**, introduces the Mass Announcement Service and provides introductory information about how to use it.

Chapter 3, **Administrator Web Interface**, describes how to use the Administrator Web Interface to configure the Mass Announcement Service.

Chapter 4, **Telephone User Interface**, describes how to use the telephone admin interface to start and manage the Mass Announcement Service.

1.2 Related Manuals

MetaSphere N-Series Auto Attendant User's Guide describes the MetaSphere N-Series Auto Attendant functionality as presented to the end user (the Auto Attendant administrator for a Business Group).

MetaSphere N-Series Privacy Defender User's Guide describes the MetaSphere N-Series Privacy Defender functionality as presented to the end user (a subscriber on an Individual Line).

MetaSphere N-Series Music On Hold User's Guide describes the MetaSphere N-Series Music On Hold functionality as presented to the end user (the Music On Hold administrator for a Business Group).

MetaSphere N-Series Conferencing User's Guide describes the MetaSphere N-Series Conferencing functionality as presented to the end user (a conference moderator).

MetaSphere N-Series Firebar User's Guide describes the MetaSphere N-Series Firebar functionality as presented to the end user (the Firebar administrator for an emergency service).

1.3 Conventions

This manual uses the following conventions.

Usage	Convention
Reference to another document	*MetaSphere N-Series Conferencing User's Guide*
Reference to a section within a document	**Overview**
Filename	`.login`
Commands that you type at an operating system prompt	**`cd /`** **`vi .login`**
Placeholder in a command, which you need to replace with a specific value	**`vi`** *filename*
Computer output	`Command completed successfully.`

Danger

This symbol identifies areas where failure to follow the correct procedure may cause injury to yourself or to other people.

Warning

This symbol identifies areas where failure to follow the correct procedure may prevent the equipment from operating correctly.

Information

This symbol identifies additional information that may help you to use the equipment or to perform a task.

2. Overview

This section provides an overview of the MetaSphere N-Series Mass Announcement Service and describes how to configure and use the Mass Announcement Service.

2.1 Mass Announcement Service Operation

The 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 pupils in each class or year group.

A user who can manage a Mass Announcement Service account is known as a **Mass Announcement Service administrator**. Only the Mass Announcement Service administrator can start or stop the Mass Announcement Service. When your service provider configures you as a Mass Announcement Service administrator, they will provide you with the following information.

- The Mass Announcement Service telephone user interface (TUI) access number. Using the TUI, you can select a contact list and then record an announcement and start or stop the Mass Announcement Service for that contact list.
- The URL for the Mass Announcement Service Administrator Web Interface. Using the Administrator Web Interface, you can configure contact lists, upload a pre-recorded announcement for each contact list, start or stop the Mass Announcement Service for a selected contact list, and view reports for all contact lists.
- Your account number to access the Mass Announcement Service's TUI and Administrator Web Interface.
- Your password to access the Mass Announcement Service's TUI and Administrator Web Interface.

2.1.1 Planning your announcement text

You should take care in planning the text of each announcement, to make sure that the person hearing it does not miss important information. You might find it useful to repeat the text of the announcement within your recorded message, to give the listener a chance to catch details that he or she may have missed first time.

If you are not using automaton detection (as described in section 3.2.1, **Contact Lists configuration**), repeating the text also helps to ensure that information is not lost if the call goes through to a voicemail system. The Mass Announcement Service starts playing the announcement as soon as the call is connected (either to a subscriber picking up the phone or to a voicemail system). If the call goes through to voicemail, the start of the announcement might overlap with the voicemail greeting and so would not be recorded by the voicemail system. Repeating the message makes it more likely that the information will be recorded.

2.1.2 Using Mass Announcement Service with other call services

Where possible, make sure that the people on your contact list do not use any call screening services that require the caller to respond to a prompt, for example Privacy Defender with telemarketer call screening.

Mass Announcement Service cannot respond to a call screening prompt, so the phone will not ring and the person you are trying to contact will not hear your message. However, Mass Announcement Service will play your message anyway, and might report the call as successful even though the person you are trying to contact has not heard your message.

3. Administrator Web Interface

This section explains how to use the Administrator Web Interface to manage your account.

3.1 Accessing the Administrator Web Interface

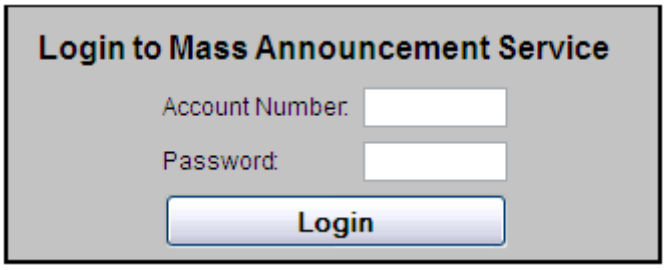
To access the Administrator Web Interface, you will need the following information, which your service provider should give to you.

- The website address (URL) of the Administrator Web Interface.
- Your account number and your password. You will need both of these to log in.

Start your web browser and enter the web address in the address bar. You may see one or more security dialogs; choose **OK** or **Yes** to accept these.

You should then see the Administrator Web Interface login window, which asks you for your account number and password.

Figure 1. Administrator Web Interface login window



Type the account number and the password in the appropriate text boxes, then click the **Login** button.

When you type your password, the characters you type are replaced on the screen by dots. This helps to maintain the security of your account by preventing other people from seeing your password as you type it.

If you see a message saying "Account Disabled" after entering your account number and password, this indicates that your access to the Mass Announcement Service has been suspended. Please talk to your service provider to resolve this.

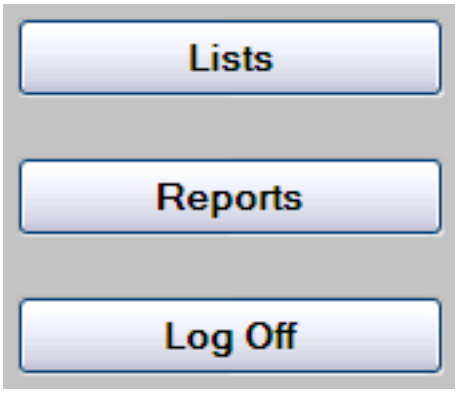
The Administrator Web Interface consists of two main pages.

- The List page allows you to manage contact lists.
- The Reports page allows you to view a complete report on the activities for each contact list in your account.

Each page is described in more detail in the sections below.

To navigate between pages, you can use the buttons of the left hand side of the screen. The button for the currently selected page is always highlighted.

Figure 2. Administrator Web Interface options



When you first come into the interface, the **Lists** page is displayed. This page allows you to manage contact lists, as described in the following section.

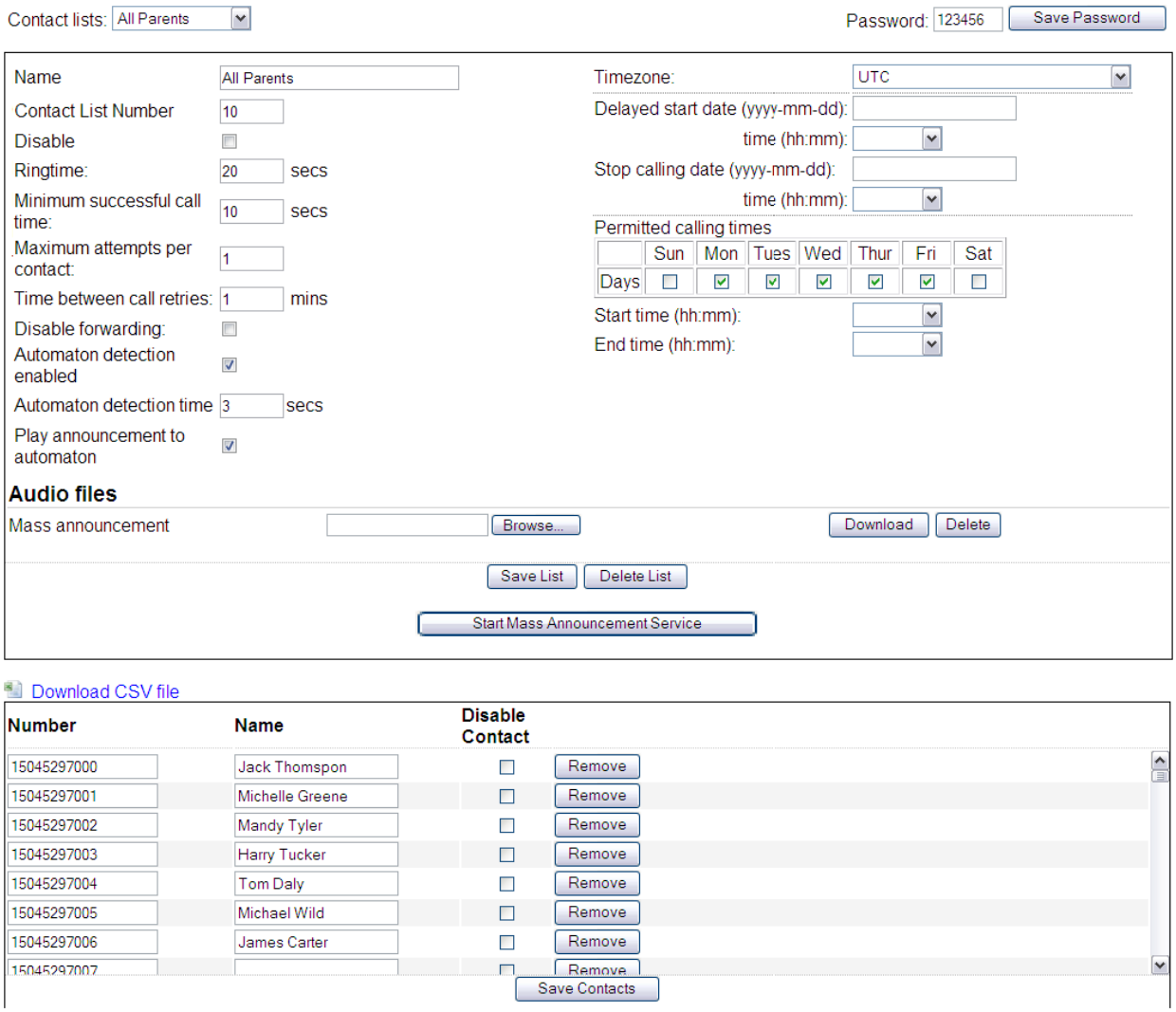
For security reasons, you should always log off the Administrator Web Interface when you have finished using it. This ensures that another user cannot gain access to your conferencing facilities from your computer.

If you leave the Administrator Web Interface running for 30 minutes without using any of the controls or clicking on any button, the Mass Announcement Service server logs you off automatically. This is an additional security feature, to avoid unauthorized access if you leave your computer without logging off.

3.2 Lists

The Lists page allows you to manage your account and your contact lists. If this page is not already shown on screen, click on the **Lists** button to display it.

Figure 3. Administrator Web Interface Lists page



You can manage three sets of options:

- At the top of the page, you can select the contact list that you want to configure and the password for your account.
- The name and behavior of a contact list is displayed in the upper panel.
- The list of contacts is displayed in the lower panel. You can add and remove the contacts on this list.

In the area at the top of the page, you can select the contact list that you want to configure and the password for your account.

Figure 4. Administrator Web Interface Lists page: selecting a contact list and configuring your password

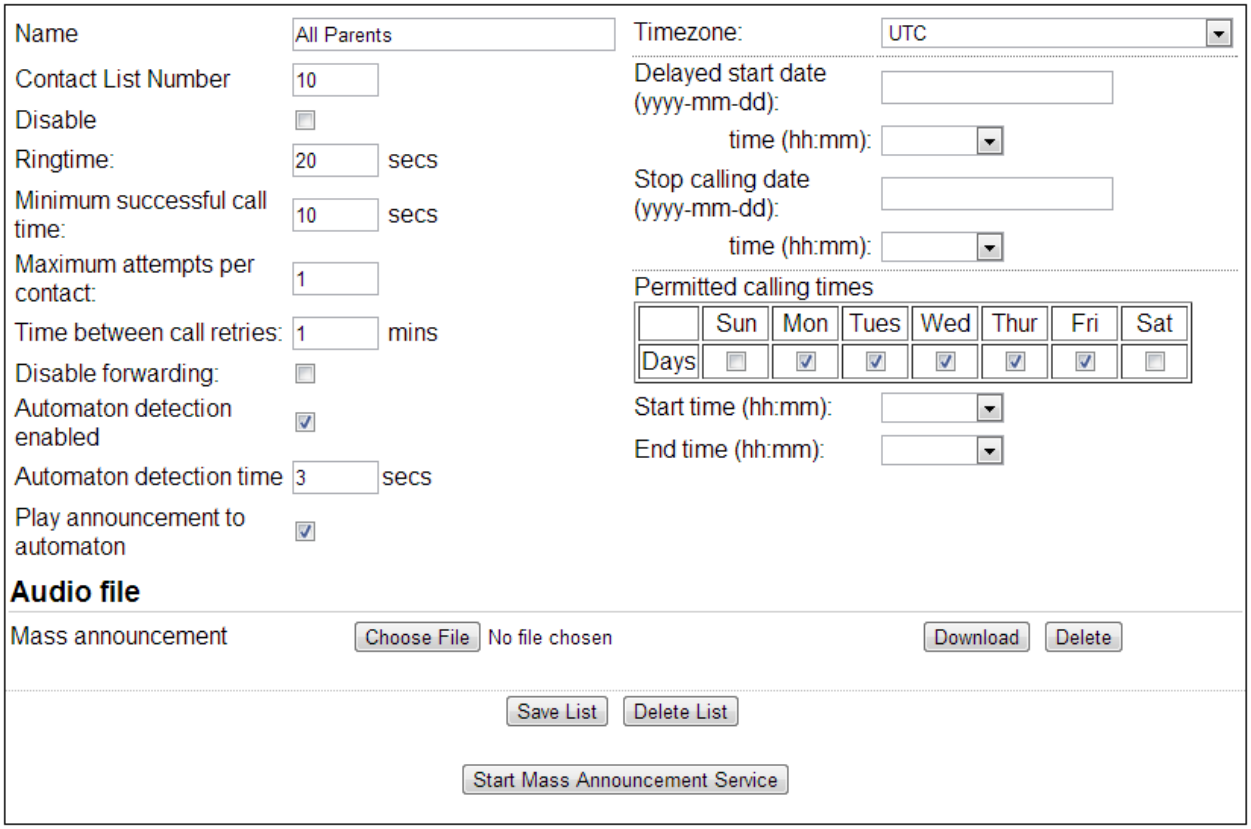
You can change the password used for accessing the TUI and the Administrator Web Interface. The password can contain 4 – 16 digits. To change the password, type the new password in the **Password** field, then click the **Save Password** button.

You can select which contact list you want to manage. To manage a contact list, select one from the drop-down list named **Contact lists**. The details of the currently selected contact list appear in the panels below. All other options and actions available in the Lists screen, as described in the remainder of section 3.2, apply only to the currently selected contact list.

3.2.1 Contact Lists configuration

The upper panel allows you to change the name and behavior of the currently selected contact list.

Figure 5. Administrator Web Interface Lists page: changing the name and behavior of the currently selected contact list



The upper panel displays the following options.

- **Name**. A name to identify this contact list. This name can include accented / international characters.
- **Contact List Number**. A unique 2-digit number used to identify the contact list from within the TUI.
- **Disable**. Check this box to disable the contact list. You can not start the Mass Announcement Service for a disabled contact list.
- **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.

- **Automaton detection enabled**. Check this box to configure the Mass Announcement Service to detect if a call is answered by an automaton such as a voicemail system or answering machine. This feature also detects when an automaton's greeting has finished, meaning that the Mass Announcement Service can delay the playing of an announcement to ensure that all of it is recorded by the automaton. If you enable this feature, you must also enter a value for **Automation detection time** and decide whether or not the Mass Announcement Service plays announcements to automatons using the **Play announcement to automaton** checkbox.

- **Automaton detection time**. The period of time (in seconds) that the Mass Announcement Service will spend once a call has been answered detecting if it has been answered by an automaton. Range: 1-30. The default is 3 seconds.

    - If the Mass Announcement Service detects a short period of silence during this time, it will conclude that the call has been answered by a person and play the announcement.

  - If the Mass Announcement Service does not detect a short period of silence during this time, it will conclude that an automaton's greeting is playing. It will then either wait for the greeting to end before playing the announcement or terminate the call, depending on whether or not you have checked **Play announcement to automaton**.

  - We recommend that you do not set this value to less than 3 seconds to ensure that a human is not incorrectly detected as an automaton.

- **Play announcement to automaton**. This allows you to decide whether or not the Mass Announcement Service plays an announcement if it detects that a call has been answered by an automaton such as a voicemail system or answering machine. If this box is checked, the Mass Announcement Service will wait until the automaton has finished its greeting before playing the announcement, ensuring that the announcement is recorded in its entirety. If this box is unchecked, calls answered by an automaton will be marked as unsuccessful and the Mass Announcement Service will continue to make call attempts to this contact. This setting will only take effect if **Automaton detection enabled** is also checked and a value has been set for **Automaton detection time**.

- **Timezone**. The timezone for this contact list. All times specified in the fields below are relative to this timezone.

- **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.

  - **Download**. Click on the **Download** button to download an existing announcement.

  - **Delete**. Click on the **Delete** button to delete an existing announcement.

See section 2.1.1, **Planning your announcement text**, for guidelines on how to structure the text of your announcement to make sure it is heard and understood.

You can also use the TUI to record announcements, as described in Chapter 4.

You can upload recordings to the server in MP3 format or in most WAV formats. If you upload a file in a WAV format that the server does not support, this file will be rejected immediately after you upload it.

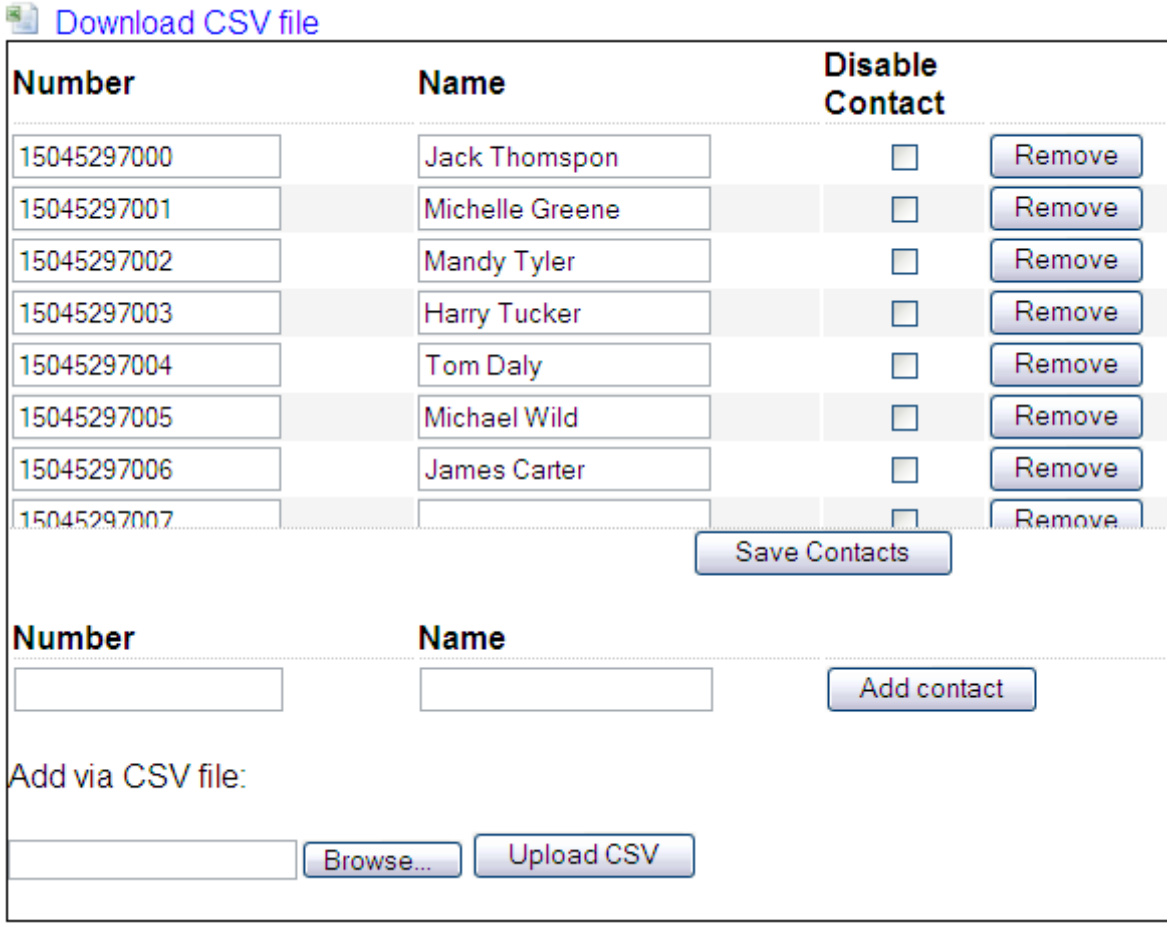
- **Save List**. Click on the **Save List** button to save your changes.

- **Delete List**. Click on the **Delete List** button to delete the contact list.

3.2.2 Adding, editing and removing contacts

The bottom panel displays a list of contacts.

Figure 6. Administrator Web Interface Lists page: adding, editing and removing contacts



When the Mass Announcement Service is started, it will attempt to call each contact in the list and play each one the recorded announcement.

You can add new contacts to the list, or edit or remove existing contacts. A single contact list can contain a maximum of 2000 contacts.

To add a new contact:

- Type a **Name** and **Number** into the blank fields. The name can include accented / international characters.
- To confirm that you want to add the new contact, click on the **Add contact** button.

To edit an existing contact:

- Change the **Name** or **Number** as described above.

- **Disable contact**. Check this box to disable the contact. The Mass Announcement Service will not attempt to call disabled contacts.
- **Save Contacts**. Click on the **Save Contacts** button to save your changes.

To remove an existing contact:

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

You can also manage the contacts for a contact list by editing and uploading a CSV file (compatible with Microsoft Excel). Use the fields Telephone Number and Name (optional) to configure your contacts. You might find it useful to add contacts in this way if you already have a spreadsheet containing the relevant contact information. If you are not familiar with CSV files, you might find it easier to configure a few sample contacts as described above and then to download these as a CSV file (see below); you can edit the file using the existing entries as examples, and then upload the file when you are finished.

- **Add via CSV file**. To upload a file, type the file path into the edit field or click on the **Browse** button and find the file in the explorer.
    - **Upload CSV**. Click on the **Upload CSV** button to begin uploading the file.

Uploading a contact list in a CSV file will overwrite any contacts already configured in the contact list.

When you have added contacts to the contact list, either using the input fields in the Administrator Web Interface or by uploading a CSV file, the option becomes available to download the contact list as a CSV file.

- **Download CSV**. Click on the **Download CSV** link to download the current contact list in a CSV file.

3.2.3 Starting the Mass Announcement Service

To start the Mass Announcement Service for the selected contact list, click on the **Start Mass Announcement Service** button. If you have left the **Delayed start date / time** field blank, the Mass Announcement Service will start immediately. Otherwise, the Mass Announcement Service will start at the specified date and time.

You can start the Mass Announcement Service only if you have added contacts to the contact list, the contact list is enabled, and you have uploaded an announcement.

3.2.4 Stopping the Mass Announcement Service

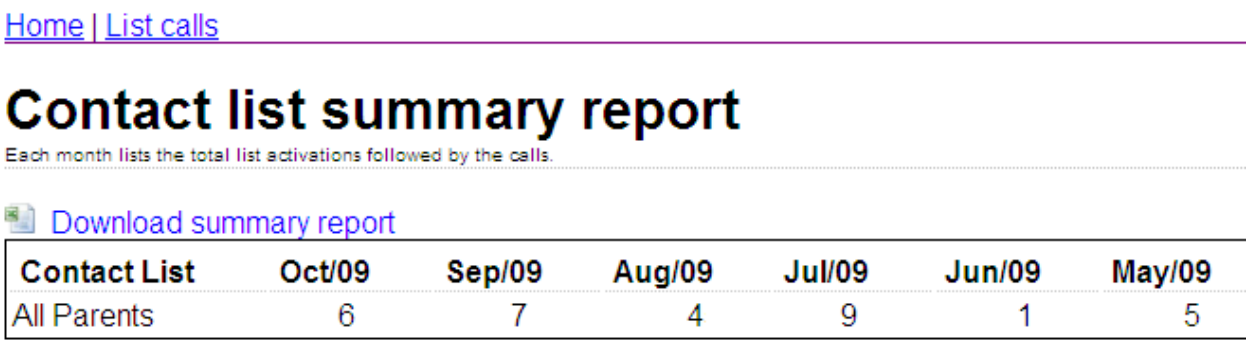
To stop the Mass Announcement Service for the selected contact list after it has started, either:

- Click on the **Stop Mass Announcement Service** button, to stop the service immediately.
- Set the **Stop calling date / time** field to the date and time when you want the service to stop.

3.3 Reports

The Reports page allows you to view a complete report on the activities for each contact list in your account.

Figure 7. Administrator Web Interface Reports page



If this page is not already shown on screen, click on the **Reports** button to display it.

The Reports page can display information at three different levels for the selected contact list, with the amount of detail increasing at each level.

- The Home screen shows all of your contact lists, and for each contact list shows how many times each month the Mass Announcement Service was started during the last year. This helps you to track overall usage of the Mass Announcement Service.
- The List calls screen provides two levels of information.
  - The upper panel shows a call report displaying how many contacts were contacted successfully on each instance when the Mass Announcement Service was started, and the status of any unsuccessful calls. This includes live data if the Mass Announcement Service is currently active. This helps you to track the progress of the Mass Announcement Service.
  - The lower panel, which appears when you click on a specific instance in the table, shows a call detail report displaying the number, name and status of each contact. This includes live data if the Mass Announcement Service is currently active. This helps you to track precisely which contacts have been reached successfully.

When you first open the Reports page, the Home screen will be selected.

3.3.1 Home screen

The Home screen shows all of your contact lists, and for each contact list shows how many times each month the Mass Announcement Service was started during the last year.

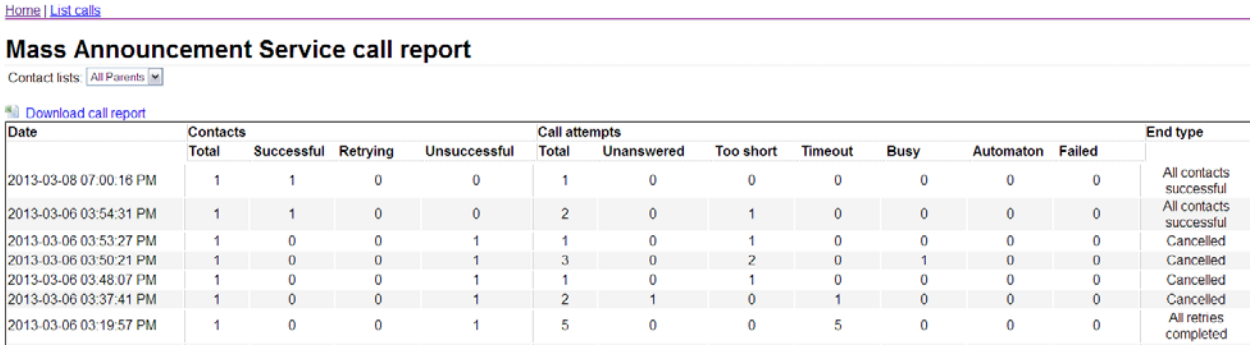
You can download all of the report data displayed in the Home screen in CSV format (compatible with Microsoft Excel). To download the CSV file, click on the **Download summary report** link above the reports panel.

To view more detailed statistics on a specific contact list, click on the contact list in the table, or select the **List calls** screen.

3.3.2 List calls screen

The List calls screen shows, in the upper panel, a call report for each contact list, displaying how many contacts were contacted successfully on each instance when the Mass Announcement Service was started, and the status of any unsuccessful calls.

Figure 8. Administrator Web Interface Reports page: call report


Home | List calls

Mass Announcement Service call report

Contact lists: All Parents

Download call report

Date	Contacts				Call attempts							End type
	Total	Successful	Retrying	Unsuccessful	Total	Unanswered	Too short	Timeout	Busy	Automaton	Failed	
2013-03-08 07:00:16 PM	1	1	0	0	1	0	0	0	0	0	0	All contacts successful
2013-03-06 03:54:31 PM	1	1	0	0	2	0	1	0	0	0	0	All contacts successful
2013-03-06 03:53:27 PM	1	0	0	1	1	0	1	0	0	0	0	Cancelled
2013-03-06 03:50:21 PM	1	0	0	1	3	0	2	0	1	0	0	Cancelled
2013-03-06 03:48:07 PM	1	0	0	1	1	0	1	0	0	0	0	Cancelled
2013-03-06 03:37:41 PM	1	0	0	1	2	1	0	1	0	0	0	Cancelled
2013-03-06 03:19:57 PM	1	0	0	1	5	0	0	5	0	0	0	All retries completed

You can choose a contact list and view its call report by selecting the contact list from the **Contact lists** drop-down list at the top of the screen.

You can download the call report in CSV format (compatible with Microsoft Excel) by clicking on the **Download call report** link above the reports panel.

The List calls screen provides the following information on each instance when the Mass Announcement Service was started.

- **Date**. The date and time that the Mass Announcement Service was started.
- **Contacts**. The status of calls to contacts on the contact list. This includes the following:
  - **Total**. The total number of contacts.
  - **Successful**. The number of contacts called successfully. A successful call is one that has played the announcement to the end, or for the time set in the **Minimum successful call time** field in the Lists page.

- **Retrying**. The number of contacts that the Mass Announcement Service has not yet tried to call and those that it is trying to call following an unsuccessful call attempt.
- **Unsuccessful**. The number of contacts that were not called successfully after having been called the number of times set in the **Maximum attempts per contact** field in the Lists page, or after the scheduled **Stop calling date / time** was reached.

- **Call attempts**. The number and outcome of all call attempts. This includes the following:
  - **Total**. The number of outbound calls made by the Mass Announcement Service.
  - **Unanswered**. The number of call attempts that were not answered.
  - **Too short**. The number of call attempts that were answered but whose duration was insufficient to complete playback of the announcement or to meet the **Minimum successful call time**.
  - **Timeout**. The number of call attempts that were answered, but then subsequently terminated by the Mass Announcement Service as it did not detect any period of silence on the receiving end in the first 30 seconds of the call. Call attempts will only be registered as **Timeout** if automaton detection is enabled and the Mass Announcement Service is configured to play announcements to automatons.
  - **Busy**. The number of call attempts that were rejected because the called contact was busy.
  - **Automaton**. The number of call attempts that were answered by an automaton and subsequently terminated by the Mass Announcement Service. Call attempts will only be registered as **Automaton** if automaton detection is enabled and the Mass Announcement Service is configured to ***not*** play announcements to automatons.
  - **Failed**. The number of calls that failed to set up correctly.
- **End type**. The reason that the Mass Announcement Service was stopped. This will be one of the following reasons:
  - All calls were completed successfully.
  - The scheduled **Stop calling date / time** was reached.
  - The **Maximum attempts per contact** was reached.
  - The Mass Announcement Service was ended manually in the GUI or TUI.

You can click on a specific instance when the Mass Announcement Service was started for a call detail report, in the lower panel, displaying the number, name and status of each contact, and the status of the call attempts made to each contact.

Figure 9. Administrator Web Interface Reports page: call detail report

Download call report

Number	Name	Contact Status	Unsuccessful call attempts						Time of last call
			Unanswered	Too short	Timeout	Busy	Automaton	Failed	
15045297000	Jack Thomspon	Successful	0	0	0	0	0	0	2009-10-28 05:17:42 PM
15045297001	Michelle Greene	Successful	0	0	0	0	0	0	2009-10-28 05:17:42 PM
15045297002	Mandy Tyler	Successful	0	0	0	0	0	0	2009-10-28 05:17:42 PM
15045297003	Harry Tucker	Successful	0	0	0	0	0	0	2009-10-28 05:17:42 PM
15045297004	Tom Daly	Successful	0	0	0	0	0	0	2009-10-28 05:17:42 PM
15045297005	Michael Wild	Unsuccessful	7	0	0	0	0	0	2009-10-28 05:17:42 PM
15045297006	James Carter	Unsuccessful	5	0	0	0	0	0	2009-10-28 05:17:42 PM
15045297007	Jennifer Hart	Unsuccessful	0	2	0	0	0	0	2009-10-28 05:17:42 PM
15045297008	Rachel Johnson	Unsuccessful	0	0	0	1	0	0	2009-10-28 05:17:42 PM

You can download the call detail report in CSV format (compatible with Microsoft Excel) by clicking on the **Download call detail report** link above the reports panel.

- **Number**. The telephone number of the called contact.
- **Name**. The name of the called contact, as set in the **Name** field in the Lists page.
- **Status**. The outcome of the call attempt. This will be one of the following:
  - The Mass Announcement Service was unable to place the call.
  - The call attempt was unanswered but the Mass Announcement Service will retry.
  - The last available call attempt was unanswered.
  - The call attempt was answered but the duration of the call was insufficient to complete playback of the announcement or to meet the **Minimum successful call time**.
  - The call attempt was answered and the call was completed.
- **Unsuccessful call attempts**. The number and outcome of any unsuccessful call attempts. This includes the following:
  - **Unanswered**. The number of call attempts that were not answered.
  - **Too short**. The number of call attempts that were answered but whose duration was insufficient to complete playback of the announcement or to meet the **Minimum successful call time**.
  - **Timeout**. The number of call attempts that were answered, but then subsequently terminated by the Mass Announcement Service as it did not detect any period of silence on the receiving end in the first 30 seconds of the call. Call attempts will only be registered as **Timeout** if automaton detection is enabled and the Mass Announcement Service is configured to play announcements to automatons.
  - **Busy**. The number of call attempts that were rejected because the called contact was busy.

- **Automaton**. The number of call attempts that were answered by an automaton and subsequently terminated by the Mass Announcement Service. Call attempts will only be registered as **Automaton** if automaton detection is enabled and the Mass Announcement Service is configured to ***not*** play announcements to automatons.
- **Failed**. The number of calls that failed to set up correctly.

- **Time of last call**. The data and time of the most recent call to this contact.

3.4 Log Off

The Log Off button ends your use of the Administrator Web Interface. Click on this button when you have finished using the interface.

If the Mass Announcement Service is in progress, logging off does not stop the service. You can log on again to continue using the Administrator Web Interface.

For security reasons, you should always log off the Administrator Web Interface when you have finished using it. This ensures that another user cannot gain access to your conferencing facilities from your computer.

If you leave the web interface running for 30 minutes without using any of the controls or clicking on any button, the Mass Announcement Service server logs you off automatically. This is an additional security feature, to avoid unauthorized access if you leave your computer without logging off.

4. Telephone User Interface

You can use the telephone user interface (TUI) to select a contact list and then record an announcement and to start or stop the Mass Announcement Service for that contact list.

Before you can manage a contact list with the TUI, you must configure the contact list with the Administrator Web Interface, as described in chapter 3, **Administrator Web Interface**. If you have configured more than one contact list, you should make a note of the Contact List Number for the contact list that you want to manage, because you will need this to log in to the TUI.

To access the TUI, you will need the following information, which your service provider should give to you.

- The TUI access number
- Your account number
- Your password
- (Optional) The 2-digit Contact List Number for the contact list that you want to manage.

All actions and configuration in the TUI apply only to the contact list that you select here. You can specify the Contact List Number in the Administrator Web UI, as described in section 3.2.1, **Contact Lists configuration**.

To access the telephone user interface, dial the TUI access number.

- You are prompted for your account number. Enter this on your telephone keypad, then press the **#** (pound/hash) key.
- You are then prompted for your password. Enter this on your telephone keypad, then press the **#** (pound/hash) key.
- If you have configured more than one contact list, you are then prompted for the 2-digit Contact List Number for the contact list that you want to manage. Enter this on your telephone keypad, then press the **#** (pound/hash) key.

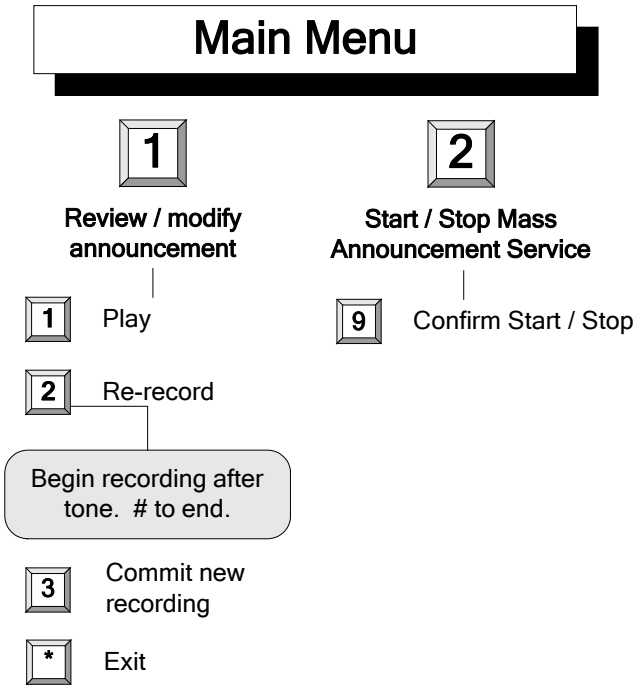
If your telephone does not have a **#** key, you can still use the interface. After entering the account number or password, simply wait for a few seconds until the interface responds with the next prompt.

When you have logged into the TUI, you are prompted to press **1** to review or modify the announcement, or press **2** to start or stop the Mass Announcement Service. To review or modify the announcement, follow the instructions in section 4.2, **Reviewing and Modifying Announcements**. To start of stop the Mass Announcement Service, follow the instructions in section 4.3, **Starting and Stopping the Mass Announcement Service**.

4.1 Quick Key Reference

Figure 10 provides an overview of the TUI.

Figure 10. Administrative telephone navigation map



4.2 Reviewing and Modifying Announcements

Using the TUI, you can review and modify the announcement.

The following options are available in the TUI if you select to review or modify the announcement.

- You will hear a confirmation of your action. You will then hear a menu of options to manage the calling party announcement. Press ***** to return to the main menu.
  - To listen to the current announcement, press **1**.
  - To record a new announcement, press **2**. Wait for a tone, then speak into the telephone to make the new recording, and press the **#** (pound/hash) key when you have finished.
    - To listen to the new recording, press **1**.
    - To commit the recording that you have just made, press **3**. You will hear a confirmation of your action.
    - To cancel the change and return to the top-level menu, press *****. You will hear confirmation of your action, before returning to the top-level menu.
  - To return to the top-level menu, press *****. You will hear confirmation of your action, before returning to the top-level menu.

See section 2.1.1, **Planning your announcement text**, for guidelines on how to structure the text of your announcement to make sure it is heard and understood.

After you have made a new recording using option **2**, pressing **1** plays the new recording. However, this new recording is not used by the Mass Announcement Service until you press **3** to commit it and replace the previous recording. This means that you can experiment with recordings without affecting what callers or responders hear.

If you record an announcement and then hang up without pressing **3**, the announcement you have recorded will be lost.

4.3 Starting and Stopping the Mass Announcement Service

Using the TUI, you can start and stop the Mass Announcement Service.

If you have set permitted calling times and in the Administrator Web Interface, as described in 3.2.1, **Contact Lists configuration**, then you will only be permitted to run the Mass Announcement Service within the times and on the days specified.

4.3.1 Starting the Mass Announcement Service

If the Mass Announcement Service is not currently placing calls, pressing **2** will start the Mass Announcement Service.

- You will hear a confirmation of your action. You will then be prompted to press **9** to continue or press ***** to return to the main menu.

You can start the Mass Announcement Service only if you have added contacts to the contact list, as described in section 3.2.2, **Adding, editing and removing contacts**, and recorded an announcement, as described in section 4.2, **Reviewing and Modifying Announcements** for the TUI, or 3.2.1, **Contact Lists configuration** for the Administrator Web UI.

If you have set a delayed start date / time in the Administrator Web Interface, as described in 3.2.1, **Contact Lists configuration**, then when you start the Mass Announcement Service in the TUI, it will not start calling the contact list until the specified start date / time.

4.3.2 Stopping the Mass Announcement Service

If the Mass Announcement Service is currently placing calls, pressing **2** will stop the Mass Announcement Service.

- You will hear a confirmation of your action. You will then be prompted to press **9** to continue or press ***** to return to the main menu.

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