

Remote Phone Access System Pocket Guide

The **Remote Phone Access system** for Communicate is a feature that enables you to create a phone broadcast by simply calling a number and entering a few options. The only thing that is required is a phone that can dial out – it is for this reason that this system is used most effectively in emergencies. Perhaps the power is out, or there is no internet connection – as long as there is a working phone, you can make a broadcast. The only requirements to use the system are the following:

- You must have a **Phone User ID** and **Phone PIN** code, set in your User Account by a System Administrator.
- You must have **saved lists** under you own User Account in Communicate. You will need to do this *before* using the system.

Below is a pocket guide that you can print and carry with you – in case of emergency, you will be prepared with the steps to use the system.

 **Note:** You can find your Remote Phone Access phone # in the bottom-left of the screen while logged into Communicate, or by calling support.

<p>Important: If you are unable to send a broadcast due to restrictions, please contact your System Administrator to adjust your settings if needed. Support cannot change these settings without System Administrator approval.</p> <p>① Dial the Remote Phone Access #: <u>(866) 539-1669</u> A menu will begin with several options. Press 9 to continue.</p> <p>② Enter your Phone User ID at the prompt and press pound (#). <i>Phone User ID can be found and changed in the "Account" Tlink.op right while logged in.</i></p> <p>③ Enter your Phone PIN and press pound (#). <i>Phone PIN can be found and changed in the "Account" link. Top right while logged in.</i></p> <p>④ Press 1 to begin recording your default message.</p> <p>⑤ Press any button to stop recording.</p> <p>⑥ After you listen to your recording:</p> <ul style="list-style-type: none"> • Press 1 to save it in the system • Press 2 to replay your message • Press 3 if you need to re-record your message 	<p>⑦ Choose one of these options to finalize the message options :</p> <ul style="list-style-type: none"> • Press 1 to accept and continue. Or... • Press 2 to record your message in alternate languages as well, and then continue. <p>⑧ Press 1 to begin selecting broadcast options for your message.</p> <p>⑨ The names of your saved lists will be read to you. To select the list you want to use for your broadcast, just press the number of the list you want to use as indicated.</p> <p><i>Note: if you have more than 9 lists, it will prompt you to press the star (*) key to hear the next set of lists.</i></p> <p>⑩ The names of your Broadcast Types will be read to you. To select the Type you want to use for your broadcast, just press the number of the Type you want to use as indicated.</p> <p>⑪ Select the number of days you want your broadcast to run. <i>This is the equivalent of the "Days to Run" option in the web interface.</i></p>	<p>⑫ Choose your call time settings :</p> <ul style="list-style-type: none"> • Press 1 to accept the default call time settings. Or... • Press 2 to change the call time settings, and follow the prompts. <i>There will be <u>two prompts</u> for the start time:</i> <i>The 1st asks for the numeric value of the time (e.g. 5-0-0 for 5 o'clock). Enter value and press pound (#).</i> <i>The 2nd asks for the AM/PM value. Press 1 for AM or Press 2 for PM.</i> <ul style="list-style-type: none"> ○ You will be asked for the same input for the stop time of the broadcast next. <p>⑬ Confirm that your broadcast's information is correct as it is read to you, then press 1 to submit the broadcast, or follow the prompts to make any corrections.</p> <p>Note: If you submit your broadcast and then find that there was an error, you can cancel the broadcast using the web interface, or call support for assistance.</p>
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<p>Use the above space for notes if desired, but it is advisable not to store your Phone User ID or Phone PIN in an unsecured location.</p>		



Important: If you are unable to send a broadcast due to restrictions, please contact your System Administrator to adjust your settings if needed. Support cannot change these settings without System Administrator approval.

- ① Dial the **Remote Phone Access #:** _____
A menu will begin with several options. **Press 9** to continue.
- ② Enter your **Phone User ID** at the prompt and press pound (#).
- ③ Enter your **Phone PIN** and press pound (#).
- ④ **Press 1** to begin recording your default message.
- ⑤ **Press any button** to stop recording.
- ⑥ After you listen to your recording:
 - **Press 1** to save it in the system
 - **Press 2** to replay your message
 - **Press 3** if you need to re-record your message

- ⑦ Choose one of these options to finalize the message options :
 - **Press 1** to accept and continue. Or...
 - **Press 2** to record your message in **alternate languages** as well, and then continue.
- ⑧ **Press 1** to begin selecting **broadcast options** for your message.
- ⑨ The names of your saved lists will be read to you. To select the list you want to use for your broadcast, just **press the number of the list** you want to use as indicated.

*Note: if you have more than 9 lists, it will prompt you to press the star (*) key to hear the next set of lists.*
- ⑩ The names of your Broadcast Types will be read to you. To select the Type you want to use for your broadcast, just **press the number of the Type** you want to use as indicated.
- ⑪ Select the **number of days** you want your broadcast to run. *This is the equivalent of the "Days to Run" option in the web interface.*

- ⑫ Choose your **call time** settings :
 - **Press 1** to accept the **default** call time settings. Or...
 - **Press 2** to **change** the call time settings, and follow the prompts. *There will be two prompts for the start time:*

*The 1st asks for the **numeric value of the time** (e.g. 5-0-0 for 5 o'clock). Enter value and press pound (#).*

*The 2nd asks for the **AM/PM** value. Press 1 for AM or Press 2 for PM.*
 - You will be asked for the same input for the stop time of the broadcast next.
- ⑬ Confirm that your broadcast's information is correct as it is read to you, then **press 1 to submit the broadcast**, or follow the prompts to make any corrections.

Note: If you submit your broadcast and then find that there was an error, you can cancel the broadcast using the web interface, or call support for assistance.

Use the above space for notes if desired, but it is advisable not to store your Phone User ID or Phone PIN in an unsecured location.



More Information or Support: SchoolMessenger Solutions Support

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