

# Create Remote Dial-In Campaigns

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The following information is provided by Shoutpoint. More information regarding Shoutpoint can be found [here](#).

Creating Remote Dial-in Campaign covers notification creation and maintenance by calling the remote dial-in service or logging in online. For information regarding creating and maintaining user accounts and contacts see [Remote Dial-In Administration](#).

## Access Remote Dial-in by Phone

1. Access the Remote Dial-In by calling 1-888-707-2518. If that number cannot be reached, use the available back-up number of 1-949-522-8522.
2. Enter the numeric PIN followed by "#" on the phone pad.

## Set up a New Campaign by Phone

#	Step	Description
1	Press <b>1</b> to Set Up a New Campaign.	<ol style="list-style-type: none"> <li>1. The system prompts for one of the following contact queries: <ul style="list-style-type: none"> <li>◦ 1 = all staff</li> <li>◦ 2 = all guardians/students</li> <li>◦ 3 = everybody</li> </ul> </li> <li>2. Select one of the following school options: <ul style="list-style-type: none"> <li>◦ 1 = all schools</li> <li>◦ 2 = enter a school by number</li> <li>◦ 3 = choose from a list of schools</li> </ul> </li> <li>3. Select one of the following language options: <ul style="list-style-type: none"> <li>◦ 1 = recipients from all languages</li> <li>◦ 2 = select a language</li> <li>◦ 9 = to listen to menu again</li> </ul> </li> <li>4. Select from one of the following confirmation options: <ul style="list-style-type: none"> <li>◦ 1 = enable message confirmation</li> <li>◦ Any other key = continue</li> </ul> </li> </ol>

#	Step	Description
2	Record the message.	<p>Record your message and press one of the following keys when finished:</p> <ul style="list-style-type: none"> <li>• 1 = Listen to your recording</li> <li>• 2 = Record again</li> <li>• 3 = Save your recording</li> <li>• 4 = Return to previous menu</li> </ul> <p>Once you have saved the recording, the system will confirm your notification campaign has been created. The system will provide the Campaign Schedule ID and number of records.</p>
3	Activate the campaign.	<p>You must activate your campaign before it will go out. Select from one of the following options:</p> <ul style="list-style-type: none"> <li>• 1 = Activate campaign</li> <li>• 2 = Place a test call by entering a phone number followed by #, then press any key to continue</li> <li>• 3 = Create another campaign</li> <li>• 4 = Leave campaign setup</li> <li>• 9 = Listen to menu</li> </ul>
4	Press <b>1</b> to Monitor the campaign.	<p>The System will report the following:</p> <ul style="list-style-type: none"> <li>• Campaign progress (starting, stopping, done)</li> <li>• Records processed</li> <li>• Live persons reached and/or answering machines reached. You may select the following options: <ul style="list-style-type: none"> <li>◦ 1 = Query again</li> <li>◦ 2 = Start</li> <li>◦ 3 = Stop</li> <li>◦ 4 = Abort immediately</li> <li>◦ 5 = Leave campaign edit</li> <li>◦ 9 = Listen to menu again</li> </ul> </li> </ul>

## Monitor an Existing Campaign by Phone

#	Step	Description
1	Press <b>2</b> to monitor an existing campaign.	<p>The system presents the following options:</p> <ul style="list-style-type: none"> <li>• 1 = Look up campaign by schedule ID</li> <li>• 2 = List campaigns in progress</li> <li>• 3 = List today's campaigns</li> <li>• 4 = Leave campaign setup</li> </ul>

#	Step	Description
2	Select the desired <b>schedule ID</b> .	<p>The system reports the following:</p> <ul style="list-style-type: none"> <li>• Campaign's schedule to be dialed</li> <li>• Number of records to be dialed</li> <li>• Campaign's progress (starting, stopping, done)</li> <li>• Records processed</li> <li>• Persons reached and/or answering machines reached</li> </ul>
3	Select the desired option after the system reports.	<p>One of the following options may be selected:</p> <ul style="list-style-type: none"> <li>• 1 = Query again</li> <li>• 2 = Start</li> <li>• 3 = Stop</li> <li>• 4 = Abort immediately</li> <li>• 5 = Leave campaign edit</li> <li>• 6 = Listen to menu again</li> </ul>

## Access Remote Dial-In Online

1. Go to: <http://console.remotedialin.com>.
2. Enter your **username** and **password** or enter your numeric **PIN**.
3. Click **OK**. After logging in, users will be directed to the "Notifications" page.

RDI

## Log In

Username

Password

- or -

PIN

Remote Dial-in Web Access

IC Support Em... (151531)
▼

- ☰ Notifications
- 👤 Recipient Imports
- 👥 Recipient Segments
- 👤 PIN Users

☰ Notifications

Start Date
End Date

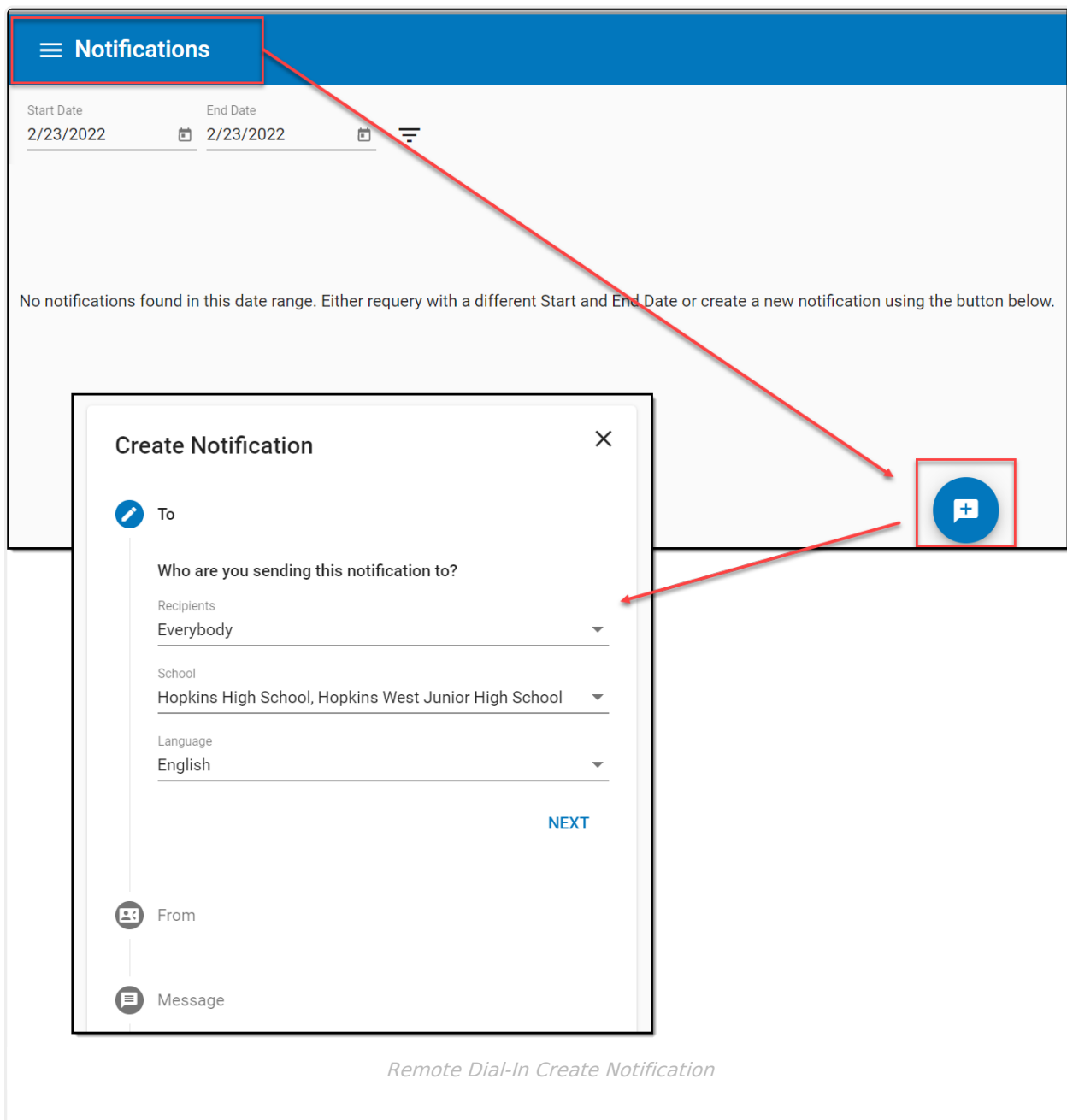
2/24/2022
📅 2/24/2022
📅
☰

No notifications found in this date range. Either requery with a different Start and End Date or create a new notification using the button below.

## Create a Notification Online

Notifications are voice message campaigns districts create to send urgent or important messages to students, parents, and staff. Notifications can be sent immediately or scheduled for a later date and time.

You cannot complete the steps required for creating a Remote Dial-In Campaign if you are using a mobile or tablet device. The Shoutpoint Remote Dial In website utilizes Flex and Flash technologies which are not supported on most mobile or tablet devices.



The screenshot displays the 'Notifications' section of the Infinite Campus interface. At the top, a blue header bar contains a menu icon and the text 'Notifications'. Below this, a search area shows 'Start Date' as 2/23/2022 and 'End Date' as 2/23/2022. A message states: 'No notifications found in this date range. Either requery with a different Start and End Date or create a new notification using the button below.' A red box highlights a blue circular button with a white plus sign and a speech bubble icon. A red arrow points from this button to the 'Create Notification' modal. The modal has a title bar with a close button (X). It contains a 'To' section with a pencil icon and the text 'Who are you sending this notification to?'. Below this are three dropdown menus: 'Recipients' (set to 'Everybody'), 'School' (set to 'Hopkins High School, Hopkins West Junior High School'), and 'Language' (set to 'English'). A blue 'NEXT' button is located at the bottom right of the modal. Below the modal, there are sections for 'From' (with a person icon) and 'Message' (with a speech bubble icon). The caption 'Remote Dial-In Create Notification' is centered at the bottom.

## Select Recipients


Contacts are updated nightly from Campus.

Choose which contacts will receive the notification:

1. Select the **blue plus icon** from the lower right-hand corner of the Notifications screen and a "Create Notification" side panel will display.
2. Select **Recipients** the message will be sent to. This filters to Staff, Students and any available Recipient Segments.
3. Choose which **Schools** receive the notification. Select either All Schools, a single school or a group of schools from the list.
4. Select the **Language** preference the message should be sent to. This does not translate the message and only acts as a messaging filter. Only recipients who's language preference (Census > Demographics) matches the selected language will receive the message.
5. Click **Next**.

Create Notification

×



To

Who are you sending this notification to?

Recipients

Everybody

▼

School

Hopkins High School, Hopkins West Junior ...

▼

Language

English

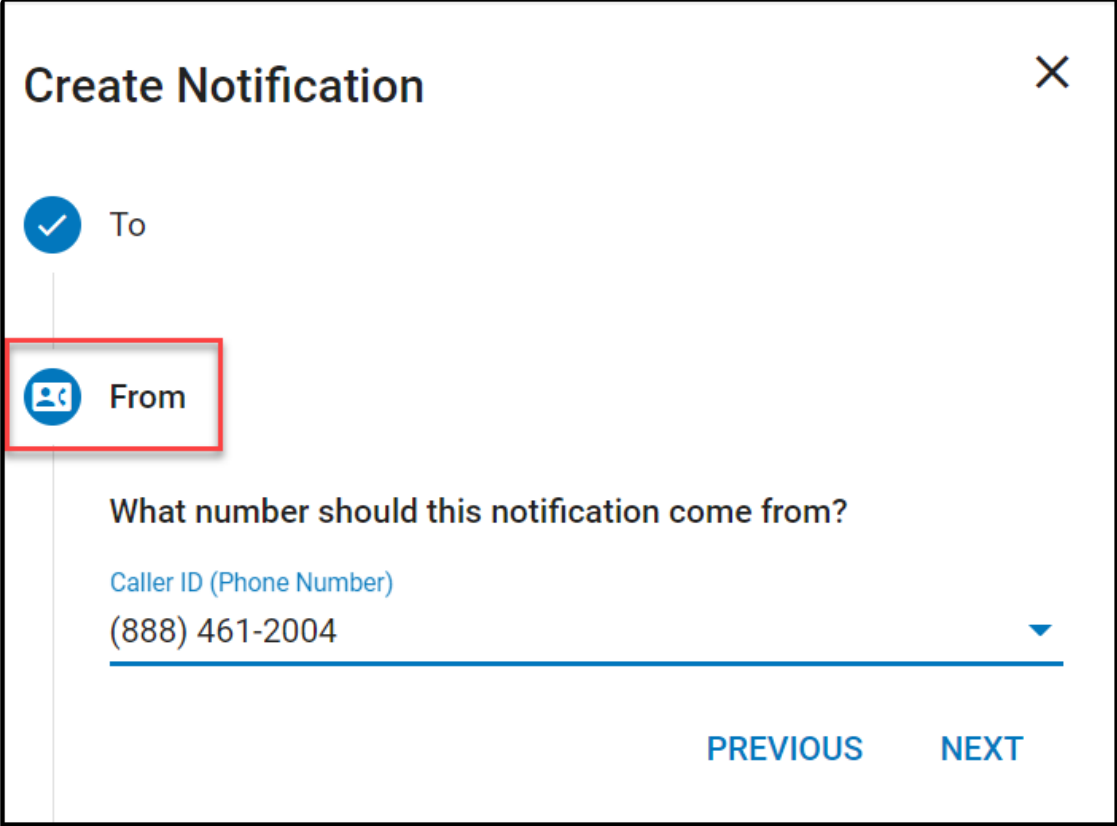
▼

NEXT

Remote Dial-In Recipients (To)

## Caller ID Preference (From)

This is the caller ID phone number from which the calls will be delivered.



**Create Notification**

✓ To

From

What number should this notification come from?

Caller ID (Phone Number)

(888) 461-2004

PREVIOUS NEXT

*Shoutpoint - Notifications Caller ID*

1. Select a **Caller ID**. The phone number selected here will display for message recipients.
  - To add or remove a phone number to the Caller ID field, go to System Administration > Messenger > Messenger Preferences > CallerID Preferences.
2. Click **Next**.

## Compose a Message

When a voice message is created from entered text, the message will be processed by a text-to-speech engine. Shoutpoint recommends only entering English language messages with this option.

✓

From

✎

Message

What type of message do you want to send?

☐ Voice Only
 ☒ Voice and Text

**Voice**

Message Options

Create Voice Message From Text ▾

Enter Text

This is a voice message.

24 / 6000 characters

**Text**

Text Message

This is a text message.

23 / 400 characters

NOTE: Text messages will be sent from your designated short code.

PREVIOUS NEXT

*Shoutpoint - Notifications Message*

1. Select **Voice Only**.
2. Select from the following **Message Options**:
  - Upload Voice Message File.
  - This option allows users to select an audio file from their local system and import it. Audio files may be in mp3, m4a, wav, or aac file format (though some operating system/browser combinations may only support mp3), and may be up to 10MB in size.
  - Create a voice message from the text entered in the **Enter Text** field. Text entered here provides a transcript for the digital voice reader to read from.

**Note:** The Voice and Text Option is not currently supported at this time. If texts are needing to be sent, please use [Message Builder](#) or [Messenger 2.0](#) within Infinite Campus.

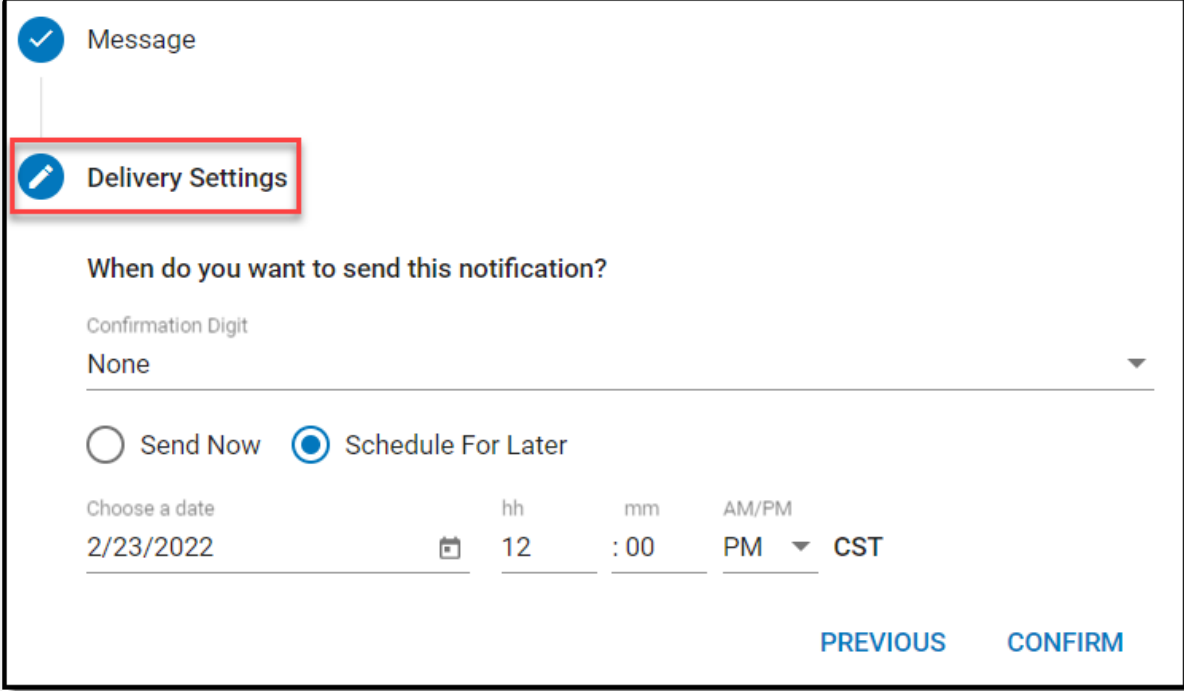
3. Select **Next**.



## Delivery Settings

Delivery Settings determines when the message is sent. Messages can be sent immediately (Send Now), or scheduled for a later date and time. Select **Confirm** when all desired selections are made and a confirmation window with a summary of the notification settings will display. Click **Send** if all settings are correct and you are ready to send the message.

Redials are built into all notifications; numbers that receive a "busy," "no answer," or problem status will be automatically redialed up to 2 times with a 5 minute delay between attempts.



✓ Message

**Delivery Settings**

When do you want to send this notification?

Confirmation Digit  
None

☐ Send Now ☒ Schedule For Later

Choose a date  
2/23/2022

hh mm AM/PM  
12 : 00 PM CST

PREVIOUS CONFIRM

*Shoutpoint - Notification Delivery Settings*

## Stopping or Resuming a Notification

In the event a message has been sent and needs to be stopped, users may expand the detail panel of the message and select the "Stop Notification" button. After the user clicks "Confirm," the Stop Notification button will toggle to a "Resume Notification" button. Select Resume Notification when you are ready to send the message.

## Notification Stats and Call Logs

Fri, Sep 4, 2020 at 03:53pm - done

Summary Stats

Scheduled: 9	Scheduled by: samqardi
Dialed: 9	Campaign ID: 15183
Live Person: 4	Schedule ID: 83031
Answering Machine: 0	Current Channels: 0
SMS: 5	
Problem: 0	
Other: 0	

Dialer Messages:

EXPORT LOGS

Remote Dial-In Su

The notification detail panel provides some at-a-glance statistics about the call results.

- The “Problem” stat includes calls that receive a status of “operator” (i.e. a number that is not currently in service) as well as other statuses indicating that there was a problem placing the call or connecting to the number.
- The “Other” stat includes calls that receive a status of “busy” or “no answer.”

To see every call sent out by the notification (including all redials), users may export the call log. To begin the log file download, click the “Export Logs” button. Shoutpoint recommends opening the log file in Excel or Google Sheets.