Create Remote Dial-In Campaigns

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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 backup 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 **1** to Set Up a New Campaign.	1. The system prompts for one of the following contact queries: ◦ 1 = all staff ◦ 2 = all guardians/students ◦ 3 = everybody 2. Select one of the following school options: ◦ 1 = all schools ◦ 2 = enter a school by number ◦ 3 = choose from a list of schools 3. Select one of the following language options: ◦ 1 = recipients from all languages ◦ 2 = select a language ◦ 9 = to listen to menu again 4. Select from one of the following confirmation options: ◦ 1 = enable message confirmation ◦ Any other key = continue
2	Record the message.	Record your message and press one of the following keys when finished: • 1 = Listen to your recording • 2 = Record again • 3 = Save your recording • 4 = Return to previous menu 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.

#	Step	Description
3	Activate the campaign.	You must activate your campaign before it will go out. Select from one of the following options: • 1 = Activate campaign • 2 = Place a test call by entering a phone number followed by #, then press any key to continue • 3 = Create another campaign • 4 = Leave campaign setup • 9 = Listen to menu
4	Press **1** to Monitor the campaign.	The System will report the following: • Campaign progress (starting, stopping, done) • Records processed • Live persons reached and/or answering machines reached. You may select the following options: ◦ 1 = Query again ◦ 2 = Start ◦ 3 = Stop ◦ 4 = Abort immediately ◦ 5 = Leave campaign edit ◦ 9 = Listen to menu again

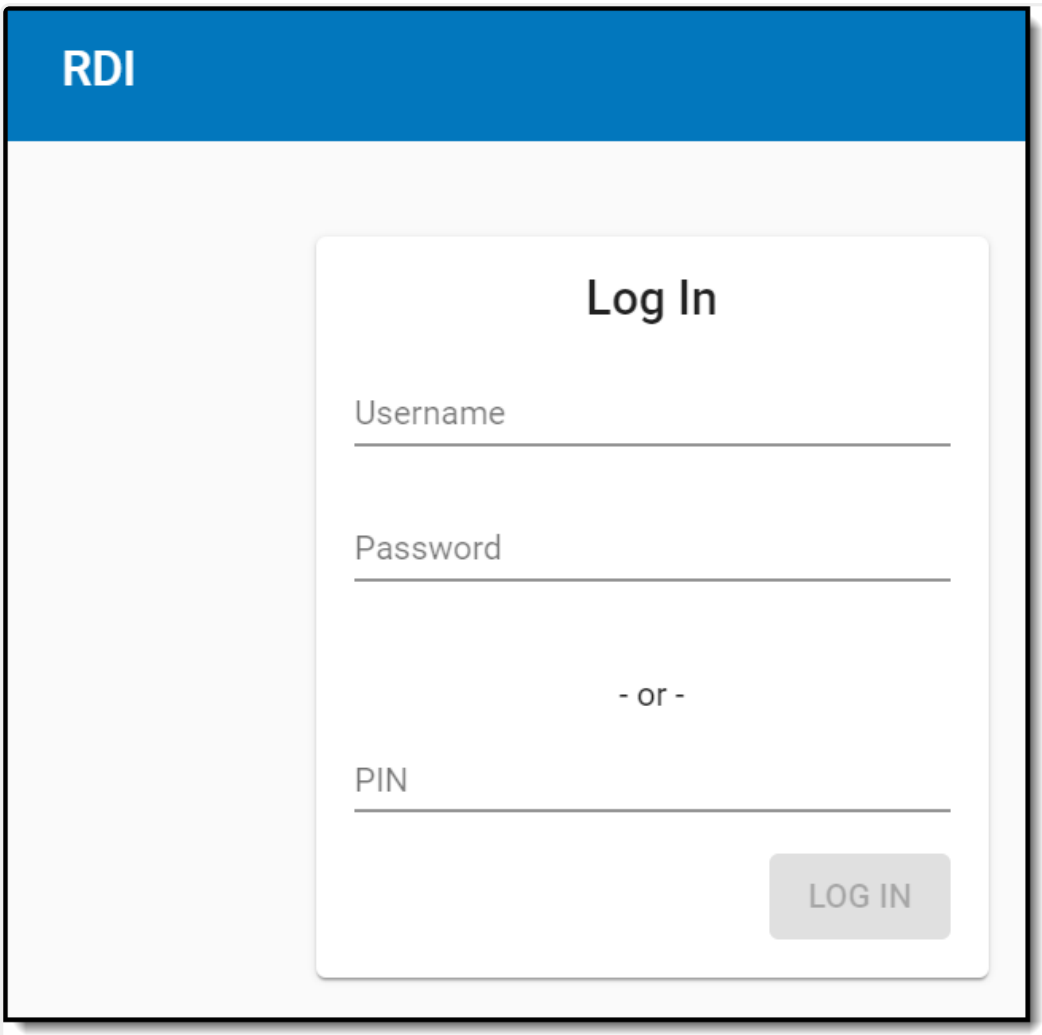
Monitor an Existing Campaign by Phone

#	Step	Description
1	Press **2** to monitor an existing campaign.	The system presents the following options: • 1 = Look up campaign by schedule ID • 2 = List campaigns in progress • 3 = List today's campaigns • 4 = Leave campaign setup
2	Select the desired **schedule ID**.	The system reports the following: • Campaign's schedule to be dialed • Number of records to be dialed • Campaign's progress (starting, stopping, done) • Records processed • Persons reached and/or answering machines reached

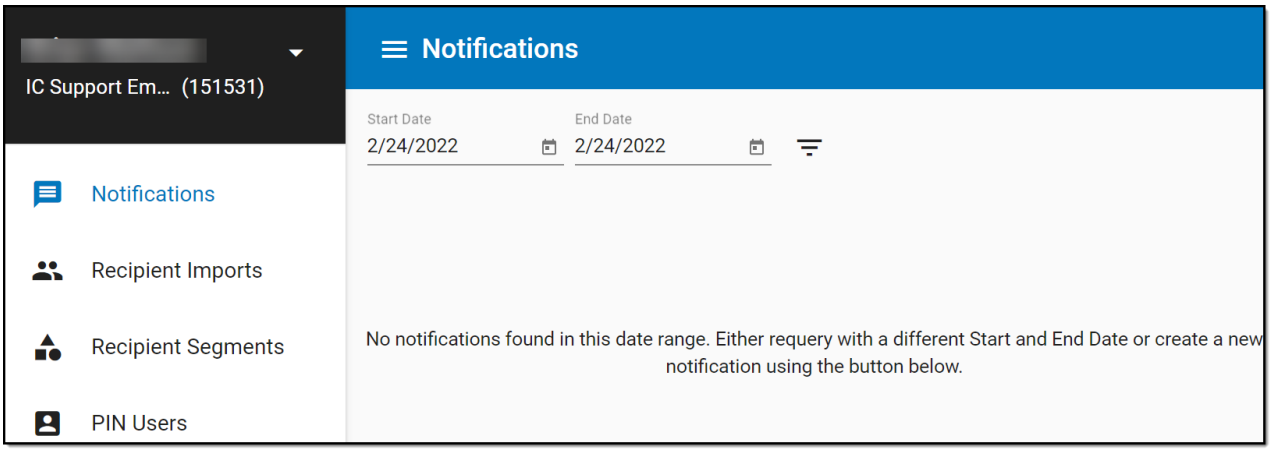
#	Step	Description
3	Select the desired option after the system reports.	One of the following options may be selected: • 1 = Query again • 2 = Start • 3 = Stop • 4 = Abort immediately • 5 = Leave campaign edit • 6 = Listen to menu again

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.



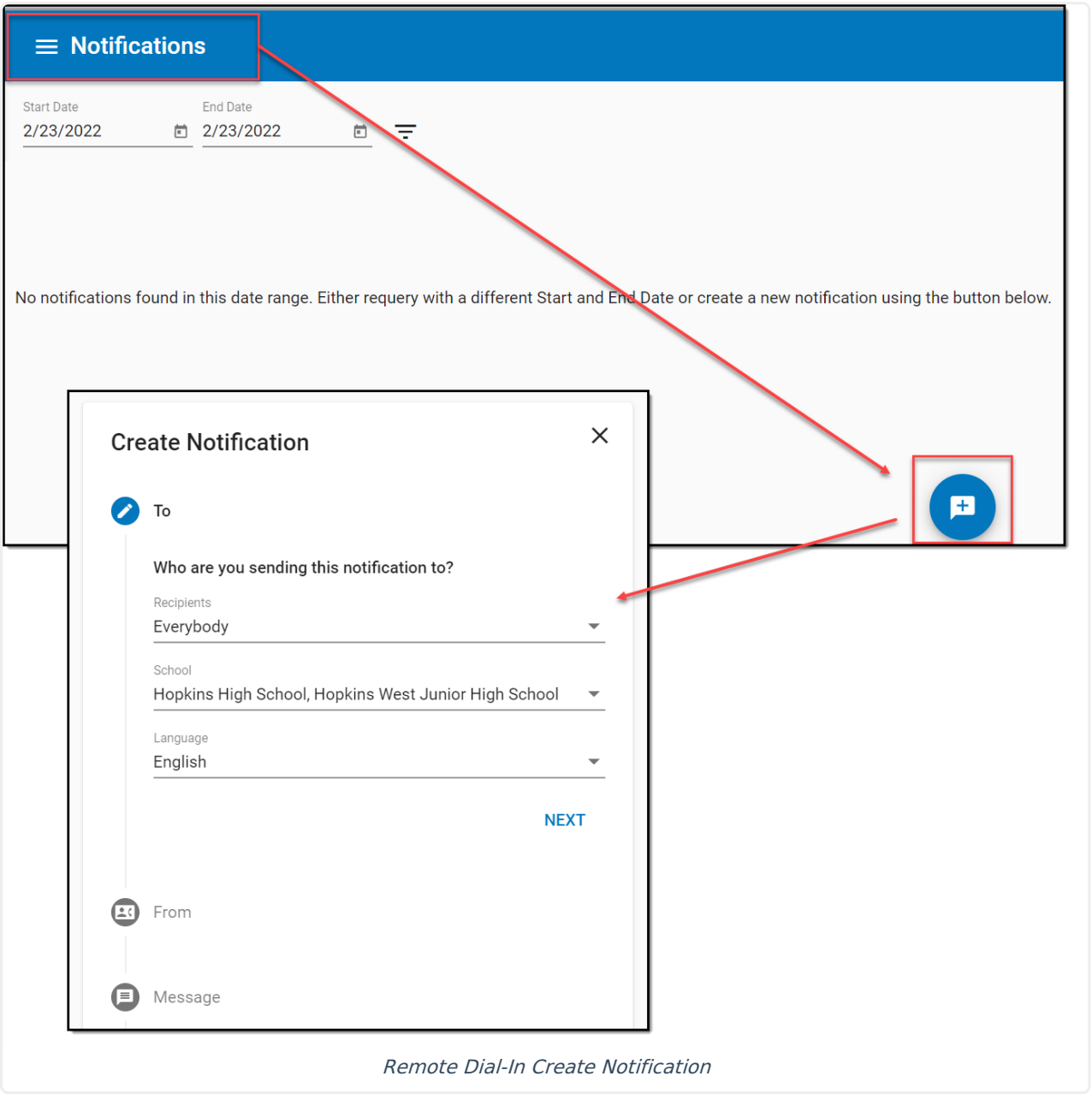
Remote Dial-in Web Access



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.



Remote Dial-In Create Notification

Select Recipients

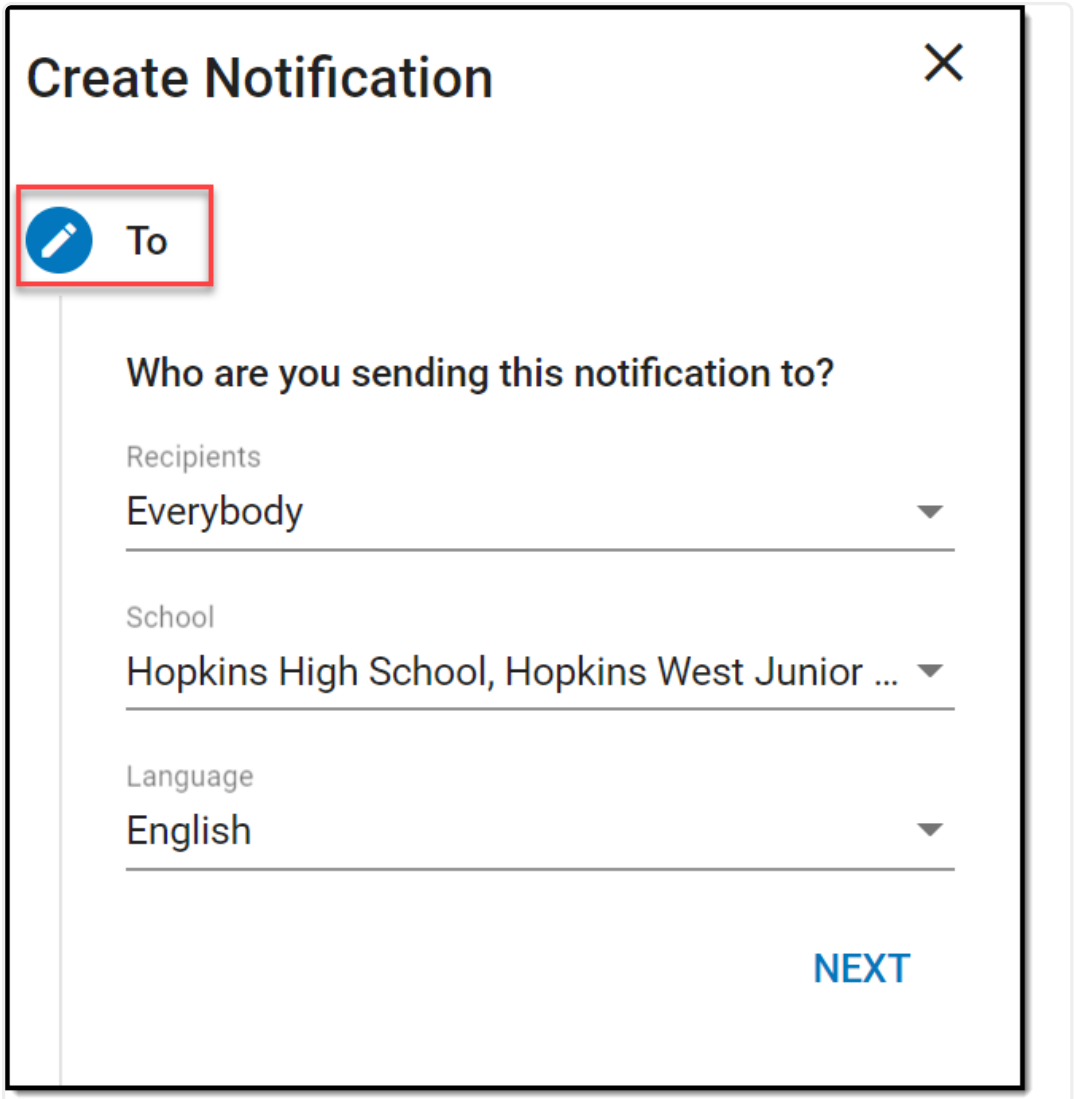
Contacts are updated nightly from Campus.

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.

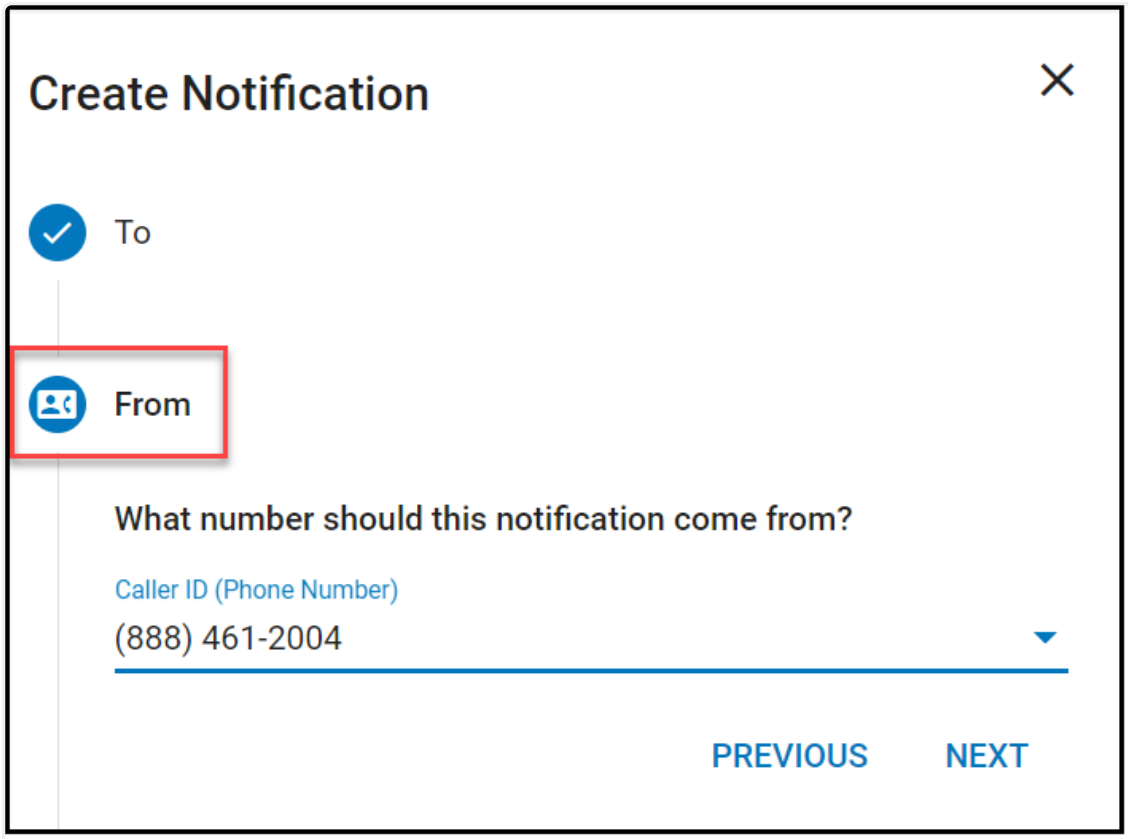
5. Click **Next**.



Remote Dial-In Recipients (To)

Caller ID Preference (From)

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

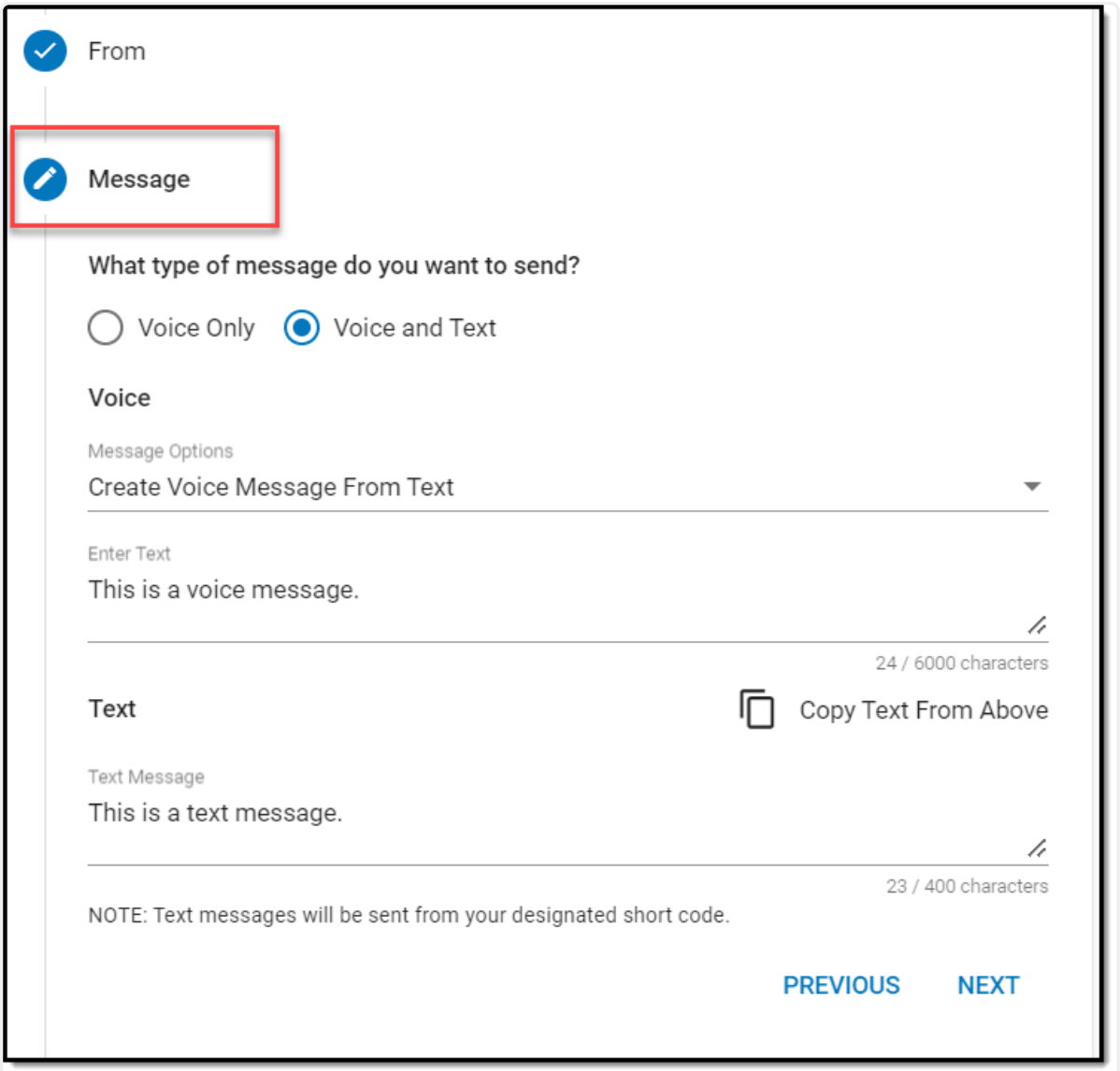


Shoutpoint - Notifications Caller ID

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.



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.

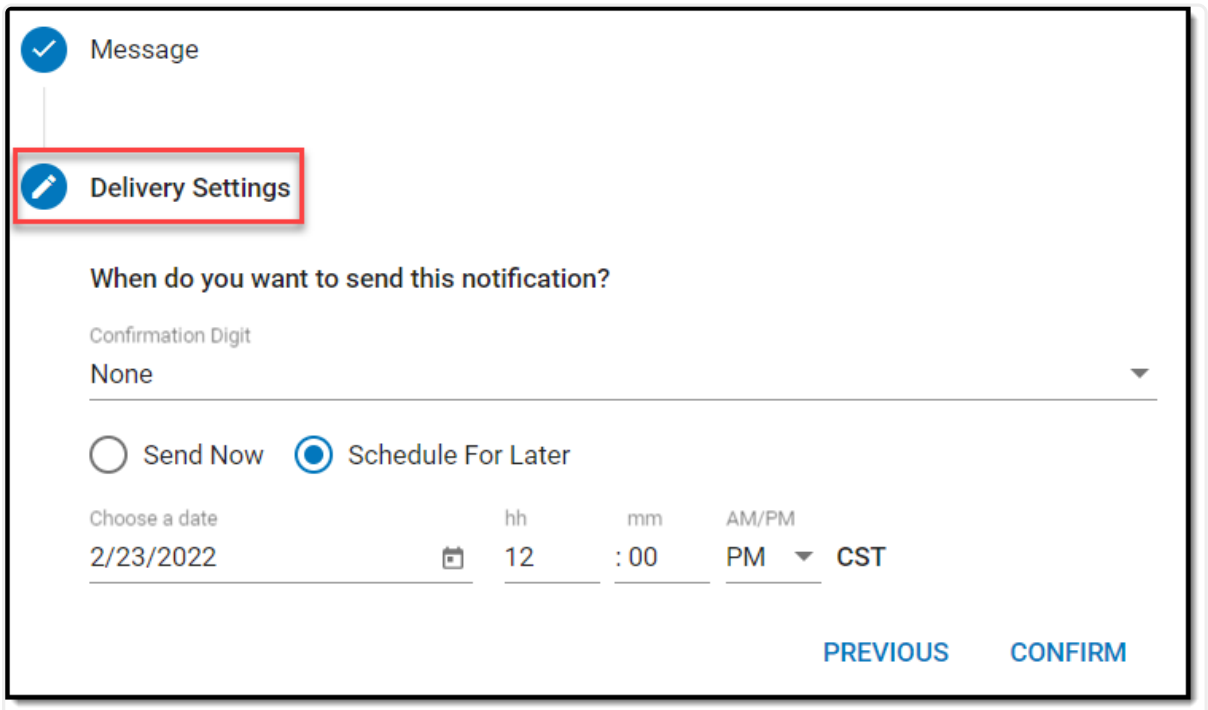
Note: The Voice and Text Option is not currently supported at this time. If texts are needing to be sent, please use Message Builder or Messenger 2.0 within Infinite Campus.

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.

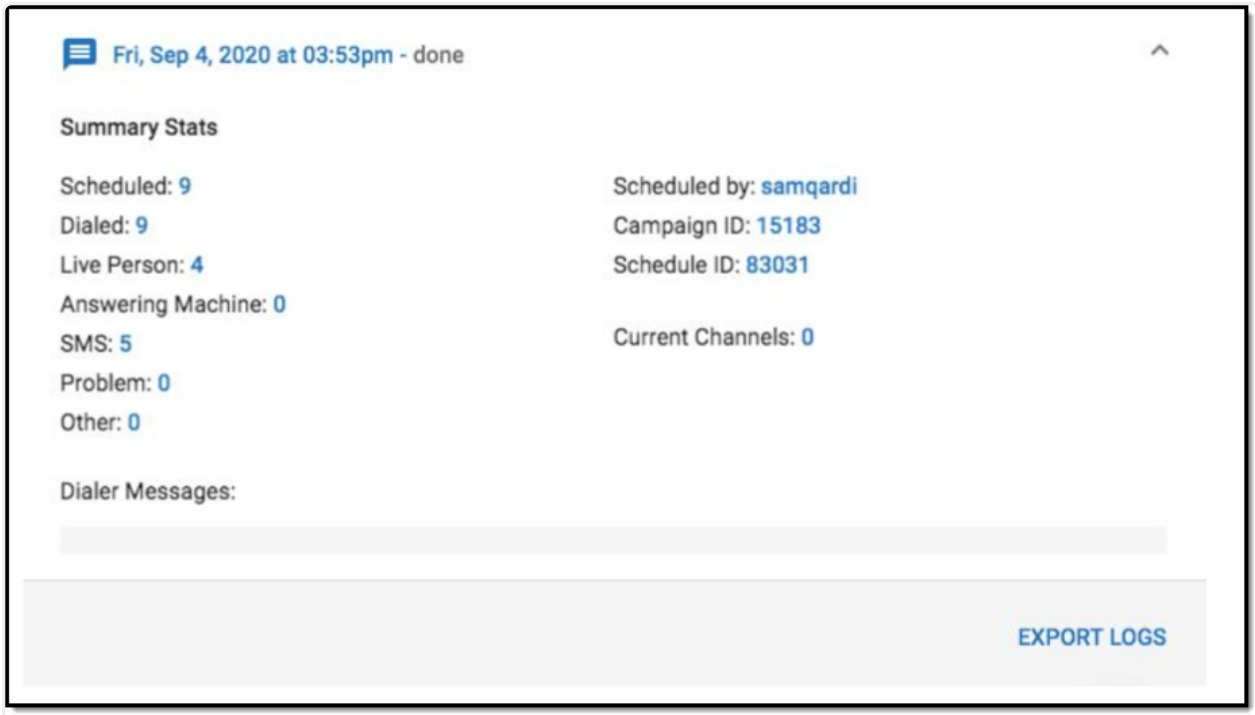


Shoutpoint - Notification Delivery Settings

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 Notitication when you are ready to send the message.

Notification Stats and Call 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.