

# Messenger Settings Tool Rights

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Messenger Settings set the parameters for messaging in the district. These are set up when a district initially implements Messenger and rarely changed afterwards.

See the articles in the [Messenger Settings](#) category to learn more about these tools. Some tools only apply to districts using [Campus Messenger with Voice](#).

## CallerID Preferences

The CallerID Preferences are used to configure [Campus Voice Messenger](#). Voice message communication is enabled through Shoutpoint and the configuration of this screen is required for Shoutpoint delivery of Campus-created voice messages to recipients.

► [Click here to expand...](#)

### CallerID Preferences ☆



#### District & School List

##### School Name

- All Schools
- Arthur Elementary
- Carter Middle
- Cleveland Elementary
- Clinton Secondary
- Fillmore Middle School
- Harrison High**
- Jackson High School
- Jefferson Middle
- Lincoln Elementary
- McKinley Elementary School
- Monroe High
- Pierce Junior High
- Polk Middle School
- Taylor K-8
- Van Buren High School

#### Messenger Caller ID Detail

Harrison High

State School Number: 190

School Phone: [\(763\)555-5555](#)

[Fill empty values with this number](#)

Attendance Messenger

[\(763\)555-5555](#)

Behavior Messenger

[\(763\)555-5555](#)

Emergency Messenger

[\(763\)555-5555](#)

Instruction Messenger

[\(763\)555-5555](#)

Message Builder

[\(763\)555-5555](#)

Messenger 2.0 Emergency

[\(763\)555-5555](#)

Messenger 2.0 General

[\(763\)555-5555](#)

POS Account Messenger

[\(763\)555-5555](#)

Staff Messenger

[\(763\)555-5555](#)

Survey Messenger

[\(763\)555-5555](#)

[Clear all values](#)

*CallerID Preferences*

## Email Settings

The Email Settings tab allows a user to configure general settings for email messages. The initial setup of this tab should be completed before email messaging is attempted.

► [Click here to expand...](#)

## Email Settings ☆

Communication > Messenger Settings > Email Settings



Save

### Basic Settings

*Default Sender Email Address	district@districtexample.com
*SMTP Host	smtp.infinitecampus.com
SMTP Port	<input type="text"/> (leave blank to use default port)
SMTP Timeout	30 seconds
Use Authentication	<input type="checkbox"/>
Username	<input type="text"/>
Password	<input type="text"/>
Verify Password	<input type="text"/>
Use TLS	<input type="checkbox"/>

### Advanced Settings

Minutes Between Retries	10
Max Errors Before Cancel	0
Throttle Email Messages	<input type="text"/> emails per second (leave blank to not throttle)

### Email Attachment Settings

Allow Email Attachments	<input checked="" type="checkbox"/>
Limit Email Attachment File Size	<input type="text"/> MB

### Global Email Settings

Use Sender's Email from Census as Reply To Email Address	<input checked="" type="checkbox"/>
Allow Custom Reply To Email Address	<input checked="" type="checkbox"/>
Allow Custom Sender Display Name	<input checked="" type="checkbox"/>
Require Custom Sender Display Name in Campus Instruction	<input checked="" type="checkbox"/>

### Test Email Settings Configuration

<input type="button" value="Send Test Email"/>	<input type="text" value="test@example.com"/>
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Email Settings

## Messenger Settings

Use the Messenger Settings to configure the Portal URL, set up a schedule for deleting old messages and identify default delivery devices for new templates.

► [Click here to expand...](#)

Messenger Settings 

Communication &gt; Messenger Settings &gt; Messenger Settings

 Save

## Portal URL Settings

\*Portal URL 

(URL to insert in messages directing parents to login to parent portal)

## Messenger Maintenance Settings

\*Maintenance Start

Time

Messenger Maintenance improves message sending performance by running daily checks and removing expired messages during weekends.

Message Expiration

## Messenger Tool Settings

Messenger Tool	Inbox	Email	Voice	Text
Attendance Messenger	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Behavior Messenger	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Class Messenger	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Emergency Messenger	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Grades Messenger	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Message Builder	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Messenger 2.0 - General	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Missing Assignment Messenger	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
POS Account Messenger	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Scheduling Messenger	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
School Choice Messenger	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
Staff Messenger	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Survey Messenger	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
User Account Messenger		<input checked="" type="checkbox"/>		

Messenger Settings

## Prompt Preferences

The Prompt Preferences tool can be used to create default messages to be appended to delivered voice/email messages. This tool also contains settings for answering machines and implications/instructions for using each field.

► [Click here to expand...](#)

## Prompt Preferences ☆

Communication > [Messenger Settings](#) > Prompt Preferences

[Save](#) [Record a Message](#)

**Hello Message**  
This is a required message that is the first text spoken in all calls from the dialer. It should introduce the caller, and should be 5-10 seconds in length.  
Hello, this is a message from Plainview School District's automated messenger

[Upload WAV](#)

**Goodbye Message**  
This text is read after a person chooses to hangup, or after completely reading a message to an answering machine.  
Thank you. This message is now complete. Goodbye

[Upload WAV](#)

**Email Format**  
Message Header

[Plainview School District](#)

Greetings from Plainview School District!Kyle

**Message Footer**

[Plainview School District](#)  
123 Main St. Metro City, MN 55554 | P: (555) 554-1234 |  
E:info@plainviewschools.com

Show Sender's Name  
 Yes

*Prompt Preferences*

## TTS Dictionary

This tool is for users of Campus Messenger with Voice. Use the TTS Dictionary to correct the mispronunciations of words contained in voice messages. In the TTS Dictionary tool, you may enter problematic words and specify pronunciation by entering the phonetic spelling.

► [Click here to expand...](#)

**TTS Dictionary ☆**

Communication > Messenger Settings > TTS Dictionary

**TTS Word Replacement Editor**

Token To Find	Replacement
AES	Arthur Elementary School
Croup	Croop
<b>HHS</b>	<b>Harrison High School</b>
Routes	Roots

**TTS Word Replacement Detail**

\*Token: **HHS**

\*Replacement: **Harrison High School**

Match On Word Boundary Only:

*TTS Dictionary*

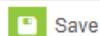
## Voice Settings

Use Voice Settings to configure Messenger with Voice. Voice Settings must be configured for ShoutPoint to deliver Campus-created voice messages. Voice Settings only apply to schools/districts that use Campus Messenger with Voice add-on functionality. Please review the [Messenger with Voice - Setup and Details](#) before the initial configuration of these settings.

- ▶ Click here to expand...

## Voice Settings

Communication > Messenger Settings > Voice Settings



### ShoutPoint Settings (Enabled)

Time Zone\* (GMT-06:00) Central Time ▼

District Start Time\* 6:00 AM (Do not call before)

District End Time\* 8:00 PM (Do not call after)

The district dialing window does not apply to Emergency Messenger.

[Click here to update the ShoutPoint user account or URL](#)

*Please note: The user account and URL have been previously set up.*

*Update it only if requested to do so by Infinite Campus.*

### Redial Settings

Maximum Number of redial attempts

2 ▼

Number of minutes to wait between redial attempts

5 minutes ▼

Recommended redial status codes

Select All

No Answer  Busy

No Ring Back  Fax

Failed  Temporarily unavailable

No response from dialer  All routes temporarily unavailable to destination

Additional redial status codes

Operator  Not In Service

Answering Machine  Pbx

Unknown  Fast Busy

Invalid phone number

### Global Voice Settings

Allow Multiple Messages in a Single Call

No ▼

Use Sender's Work Phone from Census as Caller ID

Allow Custom Caller ID

### Messenger Tool Settings

Allow Voice as a Delivery Device for Missing and Failing Assignment Schedulers

Yes ▼

Allow Voice as a Delivery Device for Messenger in the Instruction module

Yes ▼

Allow Text as a Delivery Device for Messenger in the Instruction module

Yes ▼

Voice Settings

## Remote Dial-In

The Remote Dial-In feature allows an emergency message to be sent to messenger recipients when the Campus application is inaccessible. Administrators need only to dial a telephone number and follow a series of prompts to create and send an emergency message. This feature is supported by Shoutpoint.

Remote Dial-In functionality is available to districts that already make use of [Campus Messenger with Voice](#). Remote Dial-In functionality must be requested and has a one-time setup fee.

# Available Tool Rights

These rights apply to all the Messenger Settings tools.

▼ Messenger Settings	<input type="checkbox"/> All	<input checked="" type="checkbox"/> Read	<input checked="" type="checkbox"/> Write	<input type="checkbox"/> Add	<input type="checkbox"/> Delete
CallerID Preferences	<input type="checkbox"/> All	<input checked="" type="checkbox"/> Read	<input checked="" type="checkbox"/> Write	<input type="checkbox"/> Add	<input type="checkbox"/> Delete
Email Settings	<input type="checkbox"/> All	<input checked="" type="checkbox"/> Read	<input checked="" type="checkbox"/> Write	<input type="checkbox"/> Add	<input type="checkbox"/> Delete
Messenger Settings	<input type="checkbox"/> All	<input checked="" type="checkbox"/> Read	<input checked="" type="checkbox"/> Write	<input type="checkbox"/> Add	<input type="checkbox"/> Delete
Prompt Preferences	<input type="checkbox"/> All	<input checked="" type="checkbox"/> Read	<input checked="" type="checkbox"/> Write	<input type="checkbox"/> Add	<input type="checkbox"/> Delete
TTS Dictionary	<input type="checkbox"/> All	<input checked="" type="checkbox"/> Read	<input checked="" type="checkbox"/> Write	<input type="checkbox"/> Add	<input type="checkbox"/> Delete
Voice Settings	<input type="checkbox"/> All	<input checked="" type="checkbox"/> Read	<input checked="" type="checkbox"/> Write	<input type="checkbox"/> Add	<input type="checkbox"/> Delete

R	W	A	D
View tool.	Full access to preference.	N/A	N/A

## Suggested User Groups

Few people should need access to this tool. Assign rights according to your district's needs.

- [Messenger](#)
- System Administrators (do not need a user group)

See [User Groups and Suggested Roles](#) for more information.