



Mass Notification Service Quick Start Guide

Web Portal URL: _____
Login Username: _____
Login Password: _____

Bridge Access Number: _____
Message recording PIN: _____
Moderator PIN _____
Activation PIN _____

XOP Customer Svc: 972-590-0200, option 2
XOP Emergency Contact: 214-564-2263, 817 913-9705
XOP Networks Website <http://www.xopnetworks.com>

Introduction

The XOP Networks Mass Notification Service allows a Moderator to send multi-modal (voice, SMS, email and pages) alerts to his/her group members. These alerts can be used for emergency communications (e.g. weather alerts, crime watch alerts etc.) or for sending routine informational messages (e.g., board meeting invitation, ladies luncheon etc.).

This Moderator Guide describes various steps required for you to be able to create your call out Groups, set up pre-recorded messages, set up Mass Notification sessions and initiate Mass Notification sessions when needed.

Getting Started

The system's user interface can be accessed over the web. Log in using your user name and password listed on the front of this document. If not available, please contact your system administrator.



Figure 1 - Login Screen

Enter your user name and password. This will then bring you to the Moderator home screen.



Figure 2 - Moderator Home Screen

From this screen you can manage your Users (contacts), place them into call out Groups, record messages, set up new Mass Notification sessions, and launch Mass Notification sessions.

How do I set up my Users?

Click on 'Users'. Next enter appropriate data in the User Set up form as shown below and then press 'Submit'.

Edit User Personal Information

First Name:

Middle Name:

Last Name:

Phone [Primary]:

Phone [Alternate 1]:

Phone [Alternate 2]:

Phone [Alternate 3]:

Email (Primary):

Email (Secondary):

SMS Address:

Pager Address:

Figure 3 - User Set up screen

After you have created your Users they will be listed on the 'Defined Users' page as shown below:

Joe user Help				
Defined Users				
Add				Delete
No.	User Name	Personal Info	Group Membership	Delete
1	Chitra Gupta	Edit	Edit	<input type="checkbox"/>
2	Terry Moreno	Edit	Edit	<input type="checkbox"/>
3	Mark Jones	Edit	Edit	<input type="checkbox"/>
4	John Smith	Edit	Edit	<input type="checkbox"/>

Figure 4 - List of Users screen

How do I set up a call out Group?

After Users are created, you can place them in a call out group. Click on 'Groups'. Then click on 'ADD'. Next use CTRL + left mouse key to highlight the Users and place them into a group. Please remember to enter a name for your group in the space provided at the top. You can also select Users from the Address Book if applicable.

Joe user Help	
Edit Group	
Group Name: *	<input type="text" value="board member grp"/> Users <input type="checkbox"/> Shared with other moderators
<div style="display: flex; justify-content: space-between;"> <div style="border: 1px solid gray; padding: 5px;"> <p>Select Group Members</p> <p>Select from Users</p> <ul style="list-style-type: none"> John Smith Mark Jones Terry Moreno Chitra Gupta </div> <div style="border: 1px solid gray; padding: 5px;"> <p>Select from Address Book</p> <ul style="list-style-type: none"> address book 2 address book1 Chris Bussey Chris J Bussey-home Chitra Cell </div> </div> <p align="center">Note: Use CTRL+Left mouse button to adjust group members while retaining the currently selected members.</p>	
<p>You may also upload a CSV file with group member information.</p> <p>File format: A comma separated file, with these fields:</p> <ul style="list-style-type: none"> • ID string • Location • Department • First name • Middle name • Last name • Phone1 - Phone4 • Email address • Alternate email address • SMS email address • Pager email address <p><i>The "ID string" field cannot be blank. At least one of "First name" and "Last name" is required.</i></p> <p><i>At least one phone number or email address is also required.</i></p> <p><i>Important Note: Users that are defined in this upload file should not overlap any other groups.</i></p> <p><i>For system-wide user and group uploads, for users that overlap groups, use the Add Multiple Groups function on the Defined Groups (List) page</i></p> <p>Example: my-user-1,Building-2,Security,John,Q,Public,5551212,5551213,, ,abc@def.com, ,sma@def.com, pager@def.com</p>	
Upload:	<input type="text"/> <input type="button" value="Browse..."/>
<input type="button" value="Cancel"/> <input type="button" value="Submit"/>	

Figure 5 - Group set up screen

After you have created all your Groups they will be listed on the 'Groups' page as shown below:

Joe user Help					
Defined Groups					
Add Add Multiple Groups					Delete
No.	Users	Group Name	Shared	Edit	Delete
1	4	board member grp		Edit	<input type="checkbox"/>
2	13	Friday luncheon grp		Edit	<input type="checkbox"/>
3	5	Recreation committee		Edit	<input type="checkbox"/>

Figure 6 - List of Groups screen

How do I record a Message?

In order to record a message in your own voice, please follow these steps:

- 1) Call the server access number shown on the front page
- 2) When prompted for a PIN, enter *123#
- 3) When prompted for a Moderator PIN, enter the number listed on the front page
- 4) When prompted for a message number, pick any random number
- 5) Next, record your message
- 6) Next, check the message, re-record if necessary, otherwise Press 9 to save and exit. .

Next login to your account and click on pre-recorded messages. You will see that a *NEW* message has been added to your previously recorded messages.

No.	Msg Num	Description	Type	Created At	Listen	Edit	Delete
1	5	*NEW*	Body	Fri Sep 19 2008 07:48:01 AM	Listen	Edit	<input type="checkbox"/>
2	4	inclement weather message	Body	Fri Sep 19 2008 07:20:27 AM	Listen	Edit	<input type="checkbox"/>
3	3	crime alert message	Body	Fri Sep 19 2008 07:20:06 AM	Listen	Edit	<input type="checkbox"/>
4	2	friday lunch invitation	Body	Fri Sep 19 2008 07:19:45 AM	Listen	Edit	<input type="checkbox"/>
5	1	board meeting invitation	Body	Fri Sep 19 2008 07:19:23 AM	Listen	Edit	<input type="checkbox"/>
6	1001	sg greeting	Greeting	Thu Apr 24 2008 02:51:26 PM	Listen	Edit	<input type="checkbox"/>
7	101	test system greeting	Greeting	Tue Jan 15 2008 05:56:04 PM	Listen	Edit	<input type="checkbox"/>
8	100	test system message	Body	Tue Jan 15 2008 05:56:04 PM	Listen	Edit	<input type="checkbox"/>

Figure 7 - *New* pre-recorded message screen

Next click on the 'edit' link to assign a name to the recorded message. In the example below, the message has been named 'Road Construction message'.

Joe user

Edit Pre-Recorded Message

Message Number: 5 * Created at: Fri Sep 19 2008 07:48:01 AM

Description: Road Construction message

Type: Greeting Message Body

Use Text-To-Speech to create the message:

--OR--

Upload a wav file: Browse... [Listen to Current](#)

Figure 8 - Edit the pre-recorded message screen

After you have set up a few messages they will be listed under the pre-recorded messages link as shown below:

Joe user Message updated [Help](#)

Defined Pre-recorded Messages

[Add](#) [Delete](#)

No.	Msg Num	Description	Type	Created At	Listen	Edit	Delete
1	5	Road Construction Message	Body	Fri Sep 19 2008 07:48:01 AM	Listen	Edit	<input type="checkbox"/>
2	4	inclement weather message	Body	Fri Sep 19 2008 07:20:27 AM	Listen	Edit	<input type="checkbox"/>
3	3	crime alert message	Body	Fri Sep 19 2008 07:20:06 AM	Listen	Edit	<input type="checkbox"/>
4	2	friday lunch invitation	Body	Fri Sep 19 2008 07:19:45 AM	Listen	Edit	<input type="checkbox"/>
5	1	board meeting invitation	Body	Fri Sep 19 2008 07:19:23 AM	Listen	Edit	<input type="checkbox"/>
6	1001	sg greeting	Greeting	Thu Apr 24 2008 02:51:26 PM	Listen	Edit	<input type="checkbox"/>
7	101	test system greeting	Greeting	Tue Jan 15 2008 05:56:04 PM	Listen	Edit	<input type="checkbox"/>
8	100	test system message	Body	Tue Jan 15 2008 05:56:04 PM	Listen	Edit	<input type="checkbox"/>

Figure 9 - List of Pre-recorded Messages screen

How do I set up a Mass Notification Session?

Now that you have set up a few Groups and have a few recorded messages, you are ready to create a Mass Notification session.

Please click on 'Mass Notifications' and then click on 'ADD'. You should see a screen as shown below. Here you can assign a name for your Mass Notification session, decide which Groups will get your message, select the greeting and the message body that will be sent. You can select how you plan to trigger the Mass Notification Session - through web or through an incoming phone call or automatically at a scheduled time.

Edit Mass Notification

Subject: [Max concurrent calls: 40]

Select Participants

Select Groups

Hanford Emergency Co-ordinator
Hanford Security
XOPgrp

Select Users

Sudhir Gupta
Ricardo Trinidad
Jeff Moran
Richard Downing
Talat Ahmad

[Edit Adhoc Users](#)

Select Audio Message

Greeting

- *NONE*
- *System Greeting*
- test system greeting (101)
- Parker drilling Greeting (10061)
- 25th greeting (1224)

Message Body

- *NEW* (68)
- *NEW* (70)
- inbound IVR message (500)
- nysa msg (1130)
- 25th test msg (1219)
- Bldg evacuation message (1301)

Select PINs

Moderator PIN: Participant PIN:

Send Message To

All (1) Uncontacted (0)

Contacted (1) [Clear](#) [Swap](#)

Scheduling

Type: Maximum ports:

[Cancel](#) [Continue](#)

Figure 10 - Set up a Mass Notification Session screen

Edit Mass Notification Subject: Hanford - bldg 1820 evacuation msg

Send Voice Messages

Dialout Settings **Dial Alternate Numbers**

Caller ID: Cycles: Always Until Message Play

Access Code Needed To Play Message

None Any Digit These Digits Only:

After the Message Plays...

Auto Replay **Prompt For**

Replay Vote/Response

Send Email Text

Email Attachment Options

Upload: **Attachment Type**

Attach Link None Attach the voice file

Send SMS Text

Send Alphanumeric Pager Text

 Confirm Send Now

Figure 11 - The Advanced Page screen

You can use the 'Advanced' tab to add more details to your Mass Notification session. You can enter the caller ID that you would like to be displayed on recipient's phones. You can enter text (limited to 1000 characters) in the email message area and/or SMS (limited to 150 characters) and/or send a page (limited to 50 characters).

Note, that a User's profile should contain SMS and Email and Pager email IDs before they will receive the text messages through those mediums.

How do I send a Mass Notification?

Once a Mass Notification session has been established and saved, then you can trigger the associated Mass Notification session in multiple ways.

You can log in to the user interface and trigger it from the 'web'. Use 'Send Now' and press 'Submit' to launch the Mass Notification session as shown below:

You can also dial in to the server and trigger the Mass Notification session using the Activation PIN associated with the Mass Notification session.

If you selected the 'scheduled' at the time of creating your Mass Notification session, the system will automatically trigger the Mass Notification session at appropriate time.

How do I see the results of my Mass Notification session?

The system keeps track of all the recipients who received the message, whose phones were busy or did not answer, or whose answering machines picked up the message instead. This information is provided on the 'Reports' page under a link called 'Detailed'. The Moderator can view the results online or download the file to his/her hard drive if necessary for further analysis. Based on the information contained, the Moderator can decide to re-edit the Mass Notification session and send it again to 'All' or to 'Uncontacted' as necessary.

	A	B	C	D	E	F	G	H	I
1	Name	Number Dialed	Called At	Response	Msg Body Played At	Disconnected At	Play Duration	Outcome	Additional Info
2	John Applebaum	9726122479	2008-09-20 10:17:52 CDT		2008-09-20 10:18:21 CDT	2008-09-20 10:18:27 CDT	6	ANSWERED	ANS-MACH
3	Chris Cell	4693606071	2008-09-20 10:17:52 CDT		2008-09-20 10:18:28 CDT	2008-09-20 10:18:35 CDT	7	ANSWERED	CONTACTED
4	Chris Home	9723471598	2008-09-20 10:17:52 CDT		2008-09-20 10:18:29 CDT	2008-09-20 10:18:35 CDT	6	ANSWERED	ANS-MACH
5	John Jones	9726122778	2008-09-20 10:17:52 CDT		2008-09-20 10:18:29 CDT	2008-09-20 10:18:36 CDT	7	ANSWERED	CONTACTED
6	Leslie Reeves	9726678580	2008-09-20 10:17:52 CDT		2008-09-20 10:18:40 CDT	2008-09-20 10:18:47 CDT	7	ANSWERED	ANS-MACH
7	Jennifer Jones	9725968963	2008-09-20 10:17:52 CDT		2008-09-20 10:18:43 CDT	2008-09-20 10:18:49 CDT	6	ANSWERED	ANS-MACH

Advanced Features

After becoming familiar with the basic Mass Notification features, a Moderator should review the 'Help' links that are provided in various sections of the User Interface. These links explain the use of advanced capabilities such as a) bulk uploading Users in a Group using CSV file, b) creating multiple Groups automatically using a CSV file, c) using 'access codes' for secure Mass Notification sessions and d) collecting feedback response using DTMF key press from the recipients of the Mass Notification sessions.

Managing your Profile

To modify your login username or password, your email address or adding additional contact numbers, click on the Manage Profile tab. This will bring up your Moderator profile page. Here you can make appropriate edits and then click 'Submit' to save your changes.

Moderator Menu		Sudhir Gupta		XOP Dallas Bridge	
Home		Edit Moderator Profile (Last modified at 2011-06-29 17:26:34 CDT)			
Users		Personal Info			
Groups		Company:	<input type="text"/>		
Prerecorded Messages		First Name:	<input type="text" value="Sudhir"/>		
Conferences		Middle Name:	<input type="text"/>		
Firebar Conferences		Last Name:	<input type="text" value="Gupta"/>		
Mass Notification		Nick name:	<input type="text"/>		
Voicemail		Phone [Primary]:	<input type="text" value="2145642263"/>		
Realview		Phone [Alternate 1]:	<input type="text"/>		
Reports		Phone [Alternate 2]:	<input type="text"/>		
Manage Profile		Phone [Alternate 3]:	<input type="text"/>		
Help		Email (Primary):	<input type="text" value="sgupta@xopnetworks.com"/>		<i>At least one of "First name" and "Last name" is required.</i>
Log out		Email (Secondary):	<input type="text"/>		
		SMS Address:	<input type="text"/>		
		Pager Address:	<input type="text"/>		
		Login:	sgupta	Change Password	
		Maximum Ports:	12		
		Mailboxes:	<input type="text" value="0"/> [-1 means unlimited]		
		Page Size:	<input type="text" value="15"/> [0 means unlimited]		
		Time Zone:	<input type="text" value="(GMT-06:00) Central Time (US & Canada)"/>		

Figure 13 - Change your Moderator profile from the Web Portal

Summary

This document has been designed to serve as a handy reference guide for the Moderator. It describes various steps involved in creation of users, Groups, Pre-recorded Messages and Mass Notification sessions.

If you have any suggestions for further improvements, please contact us at marketing@xopnetworks.com.