

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'.



Figure 3 - User Set up screen

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



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.

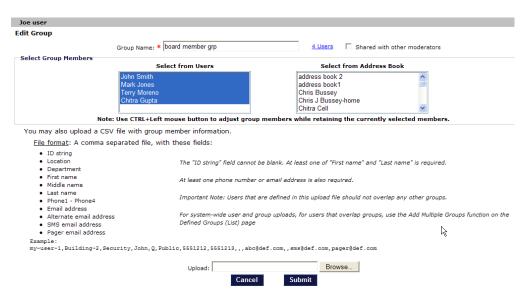


Figure 5 - Group set up screen

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



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#
- 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
- 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.



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'.

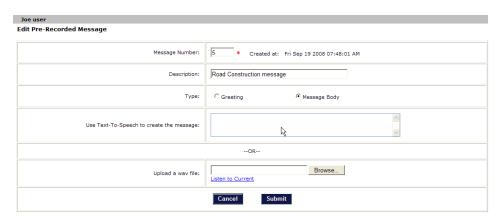


Figure 8 - Edit the pre-recorded message screen

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



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.

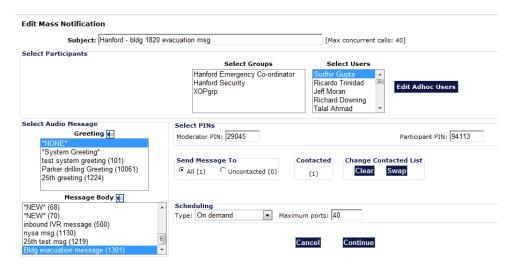


Figure 10 - Set up a Mass Notification Session screen

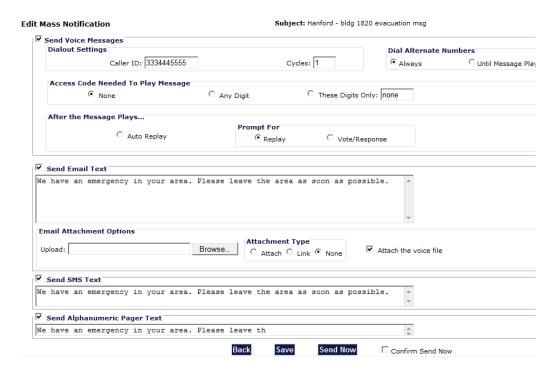


Figure 11 - The Advanced Page screen

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	В	С	D	E	F	G	Н	l l
1	Name	Number Dialed	Called At	Response	Msg Body Played At	Disconnected At	Play Duration	Outcome	Additional Info
2	John Appliebau	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	9728678580	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.



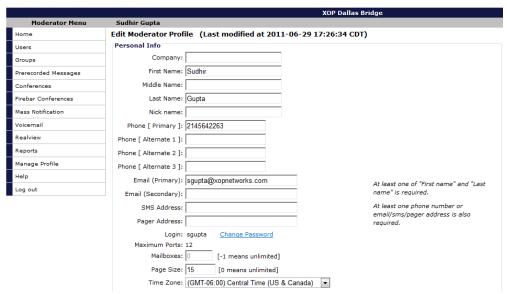


Figure 13 - Change your Moderator profile from the Web Portal

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.