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Introduction

It is easy to use your computer to send messages to the numbers in your Roster. You can send different types of messages, such as phone, SMS text or email messages depending on your Service Plan features. In addition, you can send any combination of these three at the same time. When you send more than one type, or mode, of messages at the same time, we call that a multimodal message.

There are two kinds of phone messages. There are Text-to-Speech messages and recorded voice messages. You can record these using our call-in system or you may record them on your computer. You can save both types of recordings in the Audio Library to be used again.

NOTE: Not all plans have Text-to-Speech. Please call your Client Specialist at 877.698.3262, option 3 for more information.

SMS text messages require the recipient to opt in to receive your texts. Each text they receive from you will give them the option to opt out at any time. For email messages, you can send rich text, plain text or HTML messages. No matter how you send the message, you will be able to see the results afterwards in a detailed report.

Phone Messages

You can create messages for telephones by using the Text-to-Speech engine to read your typed message, using a custom file you saved in the Audio Library, or by using a stock message from the Stock Library. Another option for phone messages is using a Message Builder message to send personalized messages.

Text-to-Speech

Our Text-to-Speech engine can speak your message for you. Impressively human sounding with 19 languages available, the Text-to-Speech engine saves you time when sending messages.

Audio Library Message

When you choose the Audio Library option, you can then choose to have a different message play for live answers and for answering machines. Once you have decided to use one or two messages, click the drop-down box to display the list of available files in the Audio Library.

If you have Advanced Language options, you may choose to send either a multilingual or single-language message. Accounts with Basic Language options are limited to single-language messages.

Stock Library

Stock messages are delivered in multiple languages based on your Group members’ preferred language setting. There are 30 common messages recorded by native speakers in 11 languages, including English.
Choosing a stock message is very similar to choosing files from the Audio Library. However, you cannot have a different message for answering machines.

As with messages from the Audio Library, you can choose to send either a multilingual or single-language message. Accounts with Basic Language options are limited to single-language messages.

**Message Builder**

When you choose the Message Builder option, certain messages you have built and saved are displayed.

Depending on your Service Plan and other message options selected, you may deliver a Message Builder message to recipients in an uploaded list/file or to the members in your Roster.

**Polling Options**

The Polling feature allows you to capture touch-tone responses from your Group members when you ask a question in a message you send. For example, you might ask, "If you can attend the meeting press 1, if not, press 2" in your message. The members can then respond by entering the appropriate responses on their telephone key pads. One Call Now then reports their response on your Message Report Detail.

You can also use the polling function to transfer a members to a specified number to speak to a live person. We call this feature Hot Transfer. Read more about Hot Transfer in the [Hot Transfer Guide](#).

**Email Messages**

The email message editor includes design tools to create your messages. Email messages can include HTML tags for external links and other formatting options. At the bottom of the email editor, there are three options – Design, HTML, and Preview. Use the Design view as a WYSIWYG editor, the HTML view to edit the web code, and Preview view to see what the finished message will look like.

You can type Email messages in English and then translate them to other languages using Google™ Translate. This translation service provides word-by-word translation and will, when appropriate, convert English letters to other characters.

You can only send email messages to Group members with valid email addresses. Email messages come from the address mail@notify.onecallnow.com. An opening line reads, “Notification from {Group Name}.” We provide a link in every email to allow members to view your messages online if they cannot receive HTML messages.

- Inform your Group members to add mail@notify.onecallnow.com to their email address books.
SMS Text Messages

Short Message Service (SMS) is an optional feature on several One Call Now Service Plans. SMS is a text-messaging component of web or mobile communication systems, which allows the exchange of short text messages between mobile phone devices.

Because of the potentially high cost of receiving text messages, as much as 25 cents per message, mobile phone service providers require that phone owners manually opt in and have a means to opt out of receiving these messages. That is, they must take a deliberate action that confirms they will accept text messages from a third party service such as One Call Now. While text messages can typically be up to 160 characters in length, One Call Now reserves 30 characters to provide this required opt-out clause allowing recipients to stop receiving messages at any time.

In order to receive SMS texts, SMS capable phones must be marked as such in the Group Roster. Text messages have a short introduction or greeting which the Group Leader can change under the Message Options link under Settings in the Group Leader menu. This identifies messages as coming from your Group in the same way voice messages have a message introduction.

- Please consider that standard text messaging rates apply to your Group Members for all texts they receive.
- Roster Members with Canadian phone numbers, and those in the U.S. Territories, cannot receive text messages from One Call Now.
- Not all Service Plans include SMS text messaging.

Read more about SMS text messaging and opting in.

Message Recipients

The message recipients can come from one of two sources. Either they are the members in your Roster, or they come from an uploaded list that typically does not include the members in your Roster.

For Group Leaders, you can choose to deliver messages either to all Group members or to any Subgroup(s). Message deliveries initiated by Messengers are limited to the Subgroup(s) for which the Messenger has messaging privileges.

Group Leaders of Groups that are designated Super Groups have the added option to deliver messages to all Groups associated with the Super Group.

For select plans and certain types of calls, the message recipients can come from an uploaded list, rather than the Roster. This feature is known as the Canned Call feature.
Send a Message

Now that you have your account setup and configured, you are ready to record and send messages! This Guide includes fundamental information on setting default options and the basics on sending messages using the system. This document will guide you through sending a basic message from your computer, landline phone, and mobile phone.

If you have not yet logged in to your account via phone or computer, please refer to our First Time Users Guide found at the One Call Now Help & Support Center.

NOTE: Instructions on advanced messaging features including: Advanced Languages, Hot Transfer, Message Builder, PIN Delivery, Quota Calling, and Sequence Dialing are available by visiting the One Call Now Help & Support Center. Search keyword: GUIDE.

- **Super Group Users** — Refer to this section for special instructions relating to Super Groups.

Sending Messages from your Telephone

To record and send your message:

1. Press “1” to send a message to your Group.
2. If you want to ask your members a question and capture their touch-tone response, press “1” to turn on Group Polling otherwise, press “#”.
3. Wait for the tone and record your message. When you have finished, press the “#” key to stop recording. There will be a short pause and the One Call Now system will play back your message.
4. Press “1” to accept or “2” to re-record. You can continue to record your message over until you are satisfied with how it sounds.
5. If you have not created at least one Subgroup in your Roster, go to the next step. If you have setup Subgroups, you will be asked if you want to send a message to all members:
   a. To send to all members, Enter “00” (zero zero).
   b. For Super Groups, Enter “***” (star star).
   c. To send to one or more Subgroups, enter the Subgroup (such as “03” or “9996”). You can choose more than one Subgroup; simply wait for the prompts to enter additional Subgroups.
6. Press “#” to send your message immediately or Press “1” to modify your delivery dates:
   i. Enter the date as a 2-digit month and 2-digit day (September 17 would be entered “0917”)
   ii. Enter the time as a 2-digit hour (2 o’clock would be entered “02”)
   iii. Press “1” for AM (morning) or “2” for PM (evening)
   iv. Enter the end time in 2-digit hour (3:00 would be entered “03”)
   v. Press “1” for AM (morning) or “2” for PM (evening)
   vi. If you want to continue calling anyone that remained unreached the first day on the next day, press “2” to continue calls on the next day.
vii. Your message will be recapped based upon the info you selected. Press “#” to send the message or Press “2” to make changes. You may also cancel and start over by pressing the star (“*”) key.

7. Wait to hear, “Message delivery has been confirmed” before hanging up the phone.

Sending Messages from your Computer

Send a Message is a streamlined 3-step process designed to allow you to send messages to your Group quickly while still making use of all of your One Call Now features! Some of the features shown below are optional features, for more information on any feature; visit the One Call Now Help & Support Center. To send a message from your computer, choose Messaging and then Send a Message from the Group Leader menu.
Message Setup

1. Select the type of message you need to send.
   - Informational - Standard messages not related to an emergency, delivered using your Standard Call Delivery Settings
   - Priority - Urgent or critical messages that need to reach all members immediately

*NOTE: Not all Service Plans include all options. Depending on your Service Plan, you may not see the screen shown below.

**Type of Message**

- Informational
- Priority
- Quota Call (without Sequencing)
- Quota Call with Sequence by Member
- Quota Call with Sequence by Member and Phone
- Sequence by Phone Number (without Quota)

*NOTE: High Priority message delivery, Quota Calling & Sequence Dialing can be added to select Service Plans. High Priority messages are reserved for vital messages (typically for Emergency Management organizations or Search and Rescue Groups that need to reach selected members within their Group immediately. These messages are placed in a High Priority queue ahead of standard messages).

2. Select the Source of Contact Information

Typically, messages are sent to members in the Roster. If the Canned or Scenario Call features are included in your Service Plan, you are also able to send messages to members from an uploaded file.
A Scenario Call is initiated by uploading a text file to One Call Now. This text file contains information (such as name, external ID, due date, amounts owed, etc.) for members in your Roster you want to contact. Scenario Call is an optional feature.

The Canned Call feature allows you to deliver a prerecorded message to a list of phone numbers that are not a part of your Roster, such as registered voters, potential customers, a list of invitees to a special event, or any list of phone numbers to which you do not regularly send messages. Canned Call is an optional feature available to prepaid Service Plans (known as Pay-Per-Call) where a block of message deliveries is purchased.

**Message Options**

One Call Now can deliver messages by:

- **Phone** – Audio message delivered to recipient phones in your call list
- **Email** – Written message delivered to recipient email addresses (can also include Calendar Event attachments)
- **SMS Text** – Written message delivered to recipient SMS text enabled mobile phones
- **Multimodal** – A combination of the above 3 message delivery options (Phone and SMS Text message sent at the same time)
- **App Notification** – if a member of your group uses the My Call Now app, they can receive the messages you send via Push Notification

**Phone**

A phone message delivers an audio (voice) message to your recipients. When sending a message using your Computer, there are two methods to choose from to create your voice message: Audio Library, Stock Library*, or Text-to-Speech*.

- **Audio Library** - stores prerecorded audio files to send messages to your Group.
- **Stock Library*** – similar to the Audio Library; however it contains a listing of standard messages such as early dismissal, emergency lockdown, and weather delays. These messages have been professionally recorded.
- **Text-to-Speech***- reads text typed into our system and converts and synthesizes that text into speech for a voice message delivery. Text-to-Speech is not included in all Service Plans.

Your Audio Library stores prerecorded audio files to be used to send messages from your computer to your Group using Send a Message. These files can be recorded via the phone using One Call Now's toll-free number, uploaded from your computer, or typed and converted to speech using the optional Text-to-Speech feature. For more information on adding or editing audio files, see the Audio Library section later in this Guide.

*Stock Library and Text-to-Speech are optional features
Email

The email message editor includes design tools to create your messages. Email messages can include HTML tags for external links and other formatting options. At the bottom of the email editor, there are three options – Design, HTML, and Preview. Use the Design view as a WYSIWYG (What You See Is What You Get) editor, the HTML view to edit the web code, and the Preview view to see what the finished message will look like.

You can type Email messages in English and then translate them to other languages using Google™ Translate. This translation service provides word-by-word translation and will, when appropriate, convert English letters to other characters.

You can only send email messages to Group members with valid email addresses. Email messages come from the address mail@notify.onecallnow.com. An opening line reads, “Notification from [Group Name]. We provide a link in every email to allow members to view your messages online if they cannot receive HTML messages.

- Inform your Group members to add mail@notify.onecallnow.com to their email address books.

SMS Text Messaging

Short Message Service (SMS) is an optional feature on several One Call Now Service Plans. SMS is a text-messaging component of web or mobile communication systems, which allows the exchange of short text messages between mobile phone devices.

Because of the potentially high cost of receiving text messages, as much as 25 cents per message, mobile phone service providers require that phone owners manually opt in and have a means to opt out of receiving these messages. That is, they must take a deliberate action that confirms they will accept text messages from a third party service such as One Call Now. While text messages can typically be up to 160 characters in length, One Call Now reserves 30 characters to provide this required opt-out clause allowing recipients to stop receiving messages at any time.

3. Select your call type(s) – Phone, Email, SMS Text, or a combination of all three (multimodal). Again, depending on the features in your plan, you may see one or all of the methods (phone, Email, SMS Text) for sending out voice calls to your members:

Message Selection

* Select the types of messages you would like to send.

☐ Phone  ☐ Email  ☐ SMS Text Message
4. Message Content:

   a. When sending a phone message, select how you would like to create your message (Text-to-Speech, Audio Library, or Stock Library)

   ![Message Content Image]

   **Text-to-Speech (optional feature)**

   The Text-to-Speech engine can speak your message for you. Simply type your text in the box, choose a voice to read your message. The Text-to-Speech voices are impressively human sounding with 19 available languages, the Text-to-Speech engine saves you time when sending messages.

   **Audio Library Message**

   When you choose the Audio Library option, you can then choose to have a different message play for live answers and for answering machines. Once you have decided to use one or two messages, then the click the drop-down box to display the list of available files in the Audio Library.

   If you have Advanced Language options, you may choose to send either a multilingual or single-language message. Accounts with Basic Language options are limited to single-language messages.
One Call Stock Library

Stock messages are delivered in multiple languages based on your Group members’ preferred language setting. There are 30 common messages recorded by native speakers in 11 languages, including English. This optional feature is available only for certain Service Plans.

Choosing a stock message from the Stock Library is similar to choosing a file from the Audio Library; however, you cannot have a different message for answering machines.

As with messages from the Audio Library, you can choose to send either a multilingual or single-language message. Accounts with the Basic Language option are limited to single-language messages.

Email

Email message content is typed in the Email window provided. Messages are delivered to valid email addresses listed in your Roster.
**SMS Text Messaging**

Enter or edit your SMS Text message in the message window. When you send a multimodal message, any text that is entered in either the Text-to-Speech or Email windows is automatically copied to the SMS Text window! Since SMS Text messages are limited to 130 characters, edit your message for SMS Text delivery.

Your SMS Text message introduction can be up to 30 characters.

5. Click the Next button.
6. To turn on polling for your message, select either Touch-Tone Response or Transfer.

**Polling Options**

- Request a response (polling) from your Recipients
- Touch-Tone Response
- Transfer
- Map Touch Tone Response to text

If you will give your members multiple touch-tone options, you can enter those here. What you type here will be displayed in your Message Report for easier analysis of your call results.

**NOTE**: Hot Transfer is an optional feature.

7. When a Service Plan includes the ability to change the Caller ID and either the Canned Call or Scenario Call feature, you are prompted to set the Caller ID when sending messages from the website. As shown here:

**Caller ID**

- Caller ID that will appear on recipient's phone
- (111) 111-1111

8. Click the Next button.

9. If the Roster is the source of your contact information, you will be prompted to select to which Subgroup(s) you will send your message. If you chose Uploaded File, move to Step 10.

**Select Your Contacts**

- Select Subgroup(s)
- Send to All Members

To send to all members, click the radio button next to Send to All Members, otherwise select the checkbox next to one or more Subgroups in the list.

To send the message to only Primary Numbers, choose this button. To send to all of the selected members’ phones, click All Phone Numbers.
10. If you selected to send a message to an Uploaded file instead of your Roster, your screen will allow you to select and upload that file in this step. Click the Select button to browse to your list of contact information.

Select Your Contacts

Canned Call and Scenario Call messages can be sent immediately, scheduled, or saved for future use. If the call list you are uploading is being sent now or for a specific date, select the file containing your calling list. If you are simply building your message for a future delivery, click the Next button.

Note: Messages can be built and saved to be used over and over. Call lists are uploaded only when sending (or scheduling) your message for delivery.

Select the file containing your calling list

11. After you have selected and opened your file, the following screen appears allowing you to verify you selected the correct file. Click the Next button.

Select Your Contacts

Canned Call and Scenario Call messages can be sent immediately, scheduled, or saved for future use. If the call list you are uploading is being sent now or for a specific date, select the file containing your calling list. If you are simply building your message for a future delivery, click the Next button.

Note: Messages can be built and saved to be used over and over. Call lists are uploaded only when sending (or scheduling) your message for delivery.

Select the file containing your calling list

Select Current File

Current File Chosen

sample roster.csv

Choose a New File

Shown below are the first 50 records from your file:

<table>
<thead>
<tr>
<th>Column1</th>
<th>Column2</th>
<th>Column3</th>
<th>Column4</th>
</tr>
</thead>
<tbody>
<tr>
<td>LAST NAME</td>
<td>FIRST NAME</td>
<td>01All Members</td>
<td>02Building 5</td>
</tr>
<tr>
<td>LastName1</td>
<td>FirstName1</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>LastName2</td>
<td>FirstName2</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>LastName3</td>
<td>FirstName3</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>LastName4</td>
<td>FirstName4</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>LastName5</td>
<td>FirstName5</td>
<td>6</td>
<td></td>
</tr>
</tbody>
</table>

Verify that you have selected the correct file. If you have selected the wrong information, simply click the Choose a New File button.

Message Privacy
Check this box to allow any of your members who have the My Call Now app to share the messages you send with non-members via social media (Facebook/Twitter).

If you want your communications to be more confidential, UNcheck this box and your members will not be able to share any messages you send.

A default for this setting can be selected, from the Group Leader menu:

1. Choose Settings, then Message Options.

2. The Message Privacy setting is found near the bottom. If you want to allow members to share your messages, check this box. When/If you send a message that you DO NOT want shared, you can turn it off when you’re sending your messages via the website. This setting is also saved for Saved Messages which can be sent from any phone.
12. Choose the delivery date and time.

13. To save your message for future use, check the box next to “I would like to save this message for future use” then enter a Message Code (Maximum of 8 digits) and Message Name for your message (a description is included to enter more information about your message for future reference. The message will be saved for future use in Saved Messages. More information on Saved Messages is available at the One Call Now Help & Support Center.

14. Click the Save Only button to save your message or choose Save and Send to send your message and save a copy of it for future use.
Super Group Users

A Super Group is a Group specially designated to connect and manage other Groups within a large organization. A Super Group is able to send messages to its own Roster as well as all other Groups within the larger organization. For example, a school district with multiple buildings has a Group for each building with its own Roster as well as a Super Group that contains each of the individual schools as well as everyone in the Super Group's Roster.

Since the Super Group also functions as its own individual Group, it maintains the functionality of an individual Group, including Audio Library, Message Builder, Send a Message, and any other Group feature included with the Service Plan. Please see the other available Guides for more detailed information on these features.

Group Leaders of Groups that are designated Super Groups have the added option to deliver messages to all Groups associated with the Super Group. For detailed information on managing your Super Group, refer to the One Call Now Help and Support Center and search: Super Group to locate the Super Group Guide.

Sending Messages from Mobile Applications

The One Call Now offers two (2) mobile applications: iPhone App 2.0 and Android 1.0. Either option is the perfect way to send messages to your Group from your smart phone. The apps allow you to send voice, Text-to-Speech, SMS text or email messages, manage your Roster, add members to Subgroups, and see detailed reports of each message. The features of the app depend on the plan you have. If your plan does not have SMS text messaging, for instance, the app will not have the ability to text your members. To check your plan, log in to the One Call Now website.

The iPhone app works on iPhone 3G, 3GS, 4 and the iPod Touch (as long as you have a Wi-Fi connection and a microphone).

The Android app works with any device running the Android version 2.2 operating system or newer. All devices will need a Wi-Fi connection to complete the installation; tablet devices require a Wi-Fi connection to use the app as well.