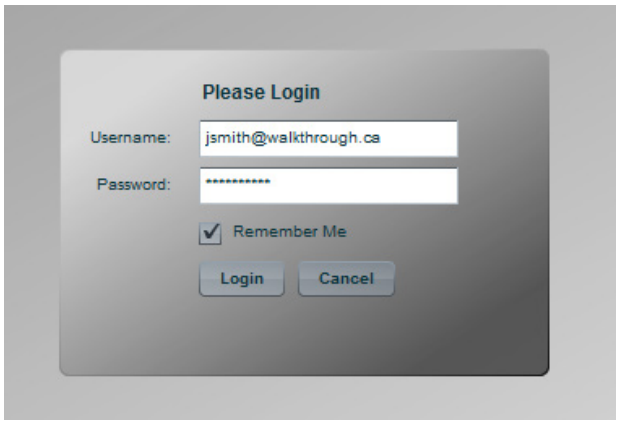
Voice Broadcast Quick Start Guide

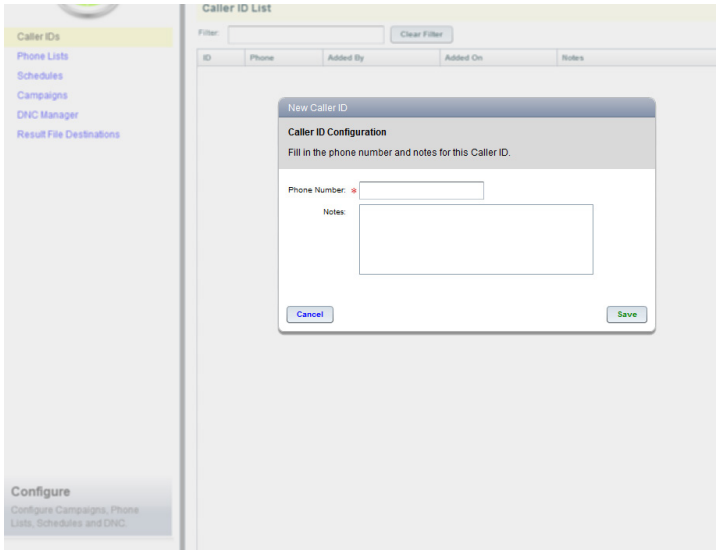
Dialer Central.com



We recommend using Mozilla Firefox web browser for best performance

Login to the ITR Portal

Input your user name, and password that have been provided to you by a representitive into the fields provided, and click Login to enter the Voice Broadcasting Portal.



Once a caller ID is added to the system it may be reused as many times as you like.

To Begin, we need to specify the caller ID that will be displayed for the message being broadcasted.

Select Caller IDs from the Configure Menu on the left.

Click New Caller ID in the top right.

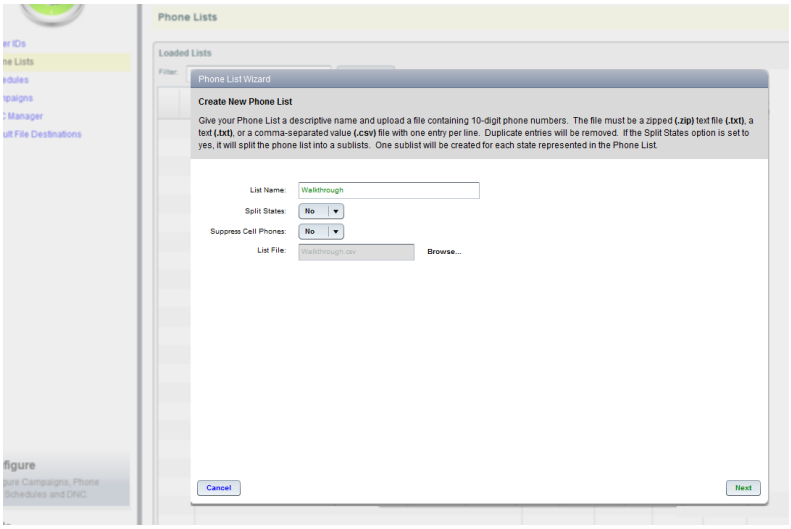
This opens the Caller ID creation wizard to create a new caller ID for your Broadcast. Input the number you wish to display and include some basic descriptions for future reference. You can input any 10 digit number you wish.

Click Save when finished.

The next step is to load the list we will be dialing.

Select **Phone Lists** from the **Configure Menu** panel.

Click **New Phone List** on the top right. In the Phone Lists Wizard, name your new list relative to your broadcast for easy reference when we assign it to the campaign, and use the file browser to select the list in CSV format that you would like your broadcast to dial.



File names should only include standard letters and numbers.

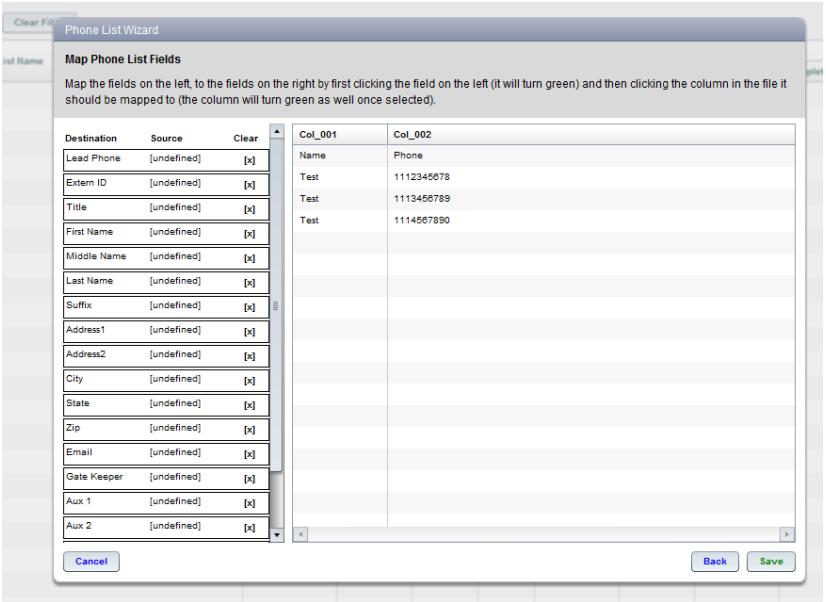
Defining your list

The next screen will ask you to assign the columns for the list you have uploaded. **Always remember** that Lead Phone must be assigned to the column that contains the phone number to be dialed, and Extern ID must be assigned to a unique identifier for each record. (If you do not have a unique ID you will assign this to the lead phone number as well).

Click on the Destination field on the left, then on the column in your file that you would like it assigned to.

Click **Save** when this is complete.

When your list has been successfully uploaded it will appear in the list of data sets loaded in your account. If it does not appear immediately, click **Refresh List** on the top right.



Columns will highlight green when selected

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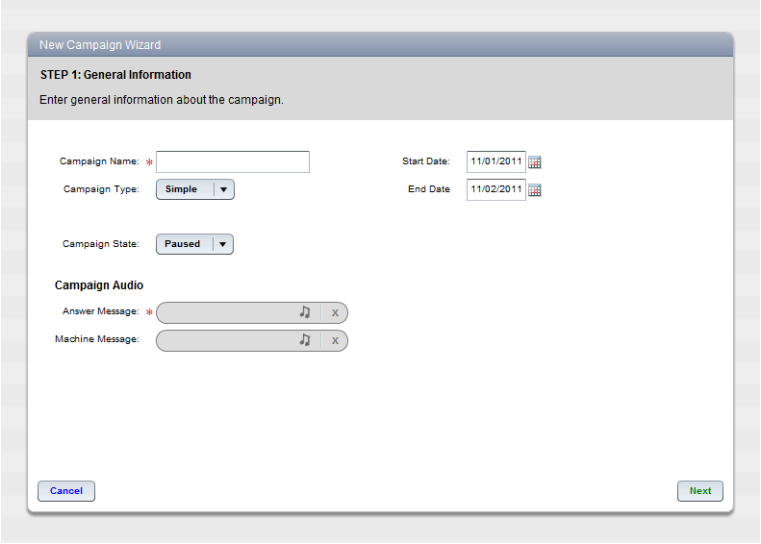


It's recommended to include the date in your campaign name for easy reference.

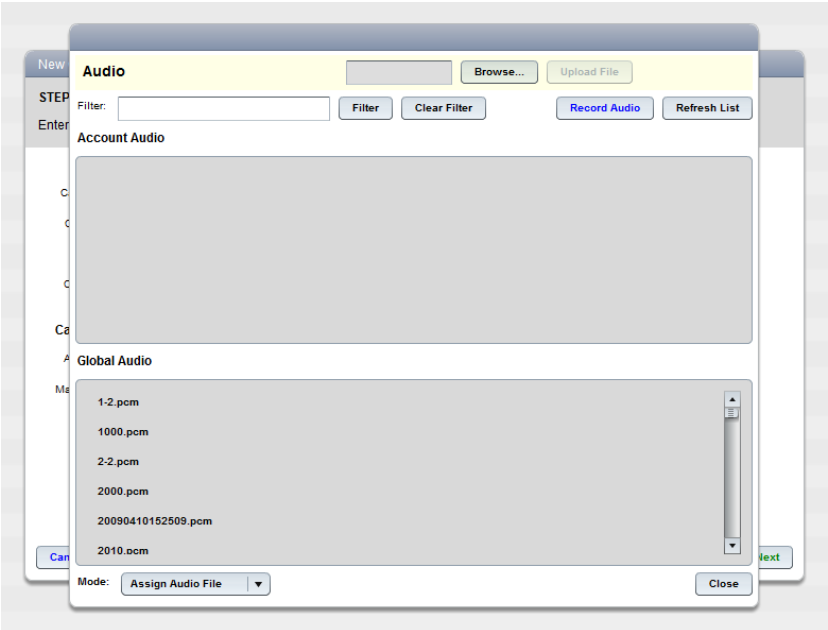
Setting up the Broadcast Campaign

From the Configure Menu on the left select Campaigns.

Click New Campaign in the top right to launch the campaign creation wizard.

Set a name for your broadcast campaign.

Next go to the Answer Message audio field, located under Campaign Audio, and click the music note.



The audio uploading process may take a moment as the system converts your file into the proper standard for the broadcast system.

To Upload your audio file.

Click Browse, located at the top of the Audio window. This will open the file browser so that you can navigate to and select your audio file from your computer.

Once the audio has been selected, click Upload File. When the system has finished uploading your audio it will appear in the Account Audio box. If it doesn't appear immediately, click Refresh List located on the top right.

You may now select your file in the Account Audio box by clicking on it to assign it to the campaign. You may repeat this process for the Machine Message if you wish to play a broadcast to an answering machine as well.

Click Next in the bottom right of the campaign wizard when this is complete.

To Record a message by phone.

Click **Record Audio** located in the top right of the **Audio** window. This opens the wizard for recording a message over your telephone.

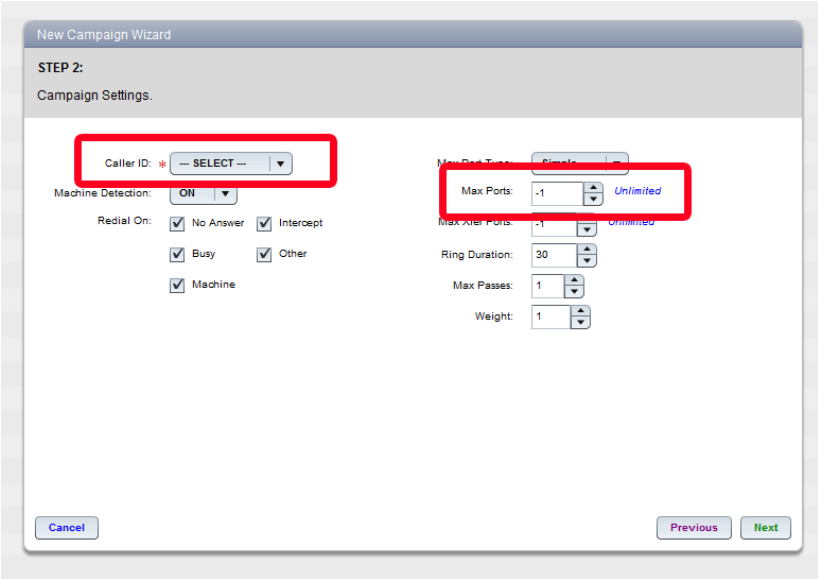
First, type in a name for your audio message then click **Next.**

You will be provided with a toll free line and PIN code to record your message. Follow the telephone prompts and when you are done recording press # to stop recording.

When complete click **Done.**

Click **Refresh List** and you may now select your newly recorded message from the **Account Audio** box by clicking on it.

Click **Next** in the bottom right of the campaign wizard when this is complete.



If you would like to record multiple messages, click **Record Another** in the bottom right after you have finished recording your first message

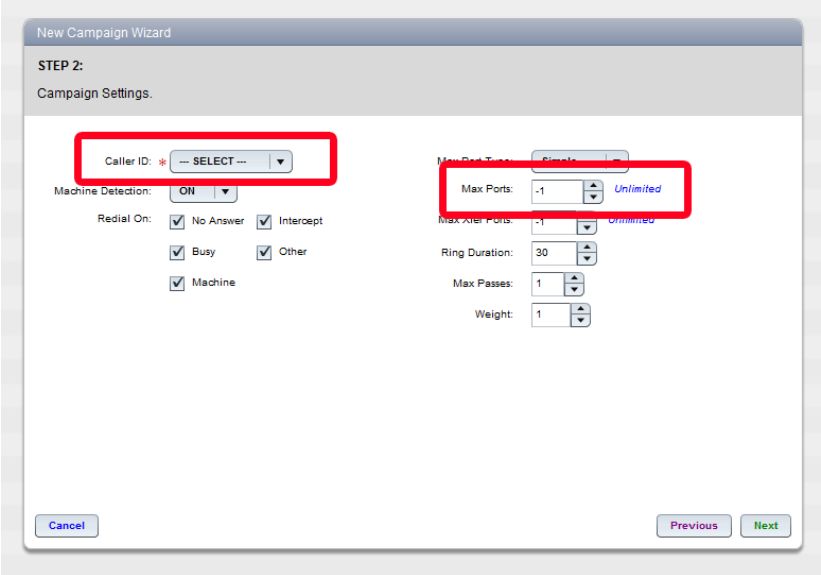
Setting your dialer options.

Use the **Caller ID** drop down box in this screen to select the Caller ID that you have created for this broadcast.

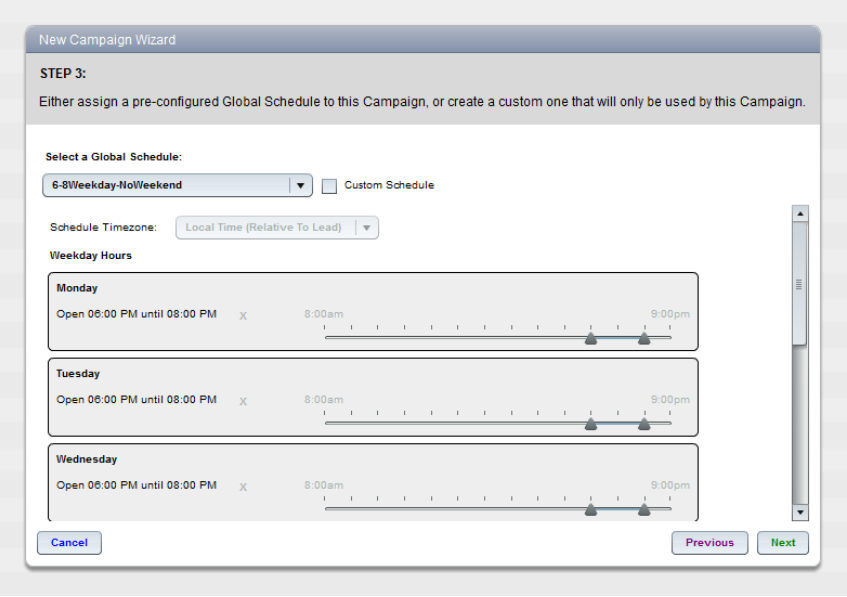
You will also set the number of phone lines to dial on in the **Max Ports** field, 150-200 is generally suffecient for most broadcasts. The number of ports can be altered at any time during your broadcast from the main campaign screen.

For a standard Voice Broadcast, leave the other settings at their default.

Click **Next** when complete.



Some rural areas may need to operate at a lower number of ports so as not to overwhelm older telephone infrastructure.



The slider bar will snap to position in 15 minute increments

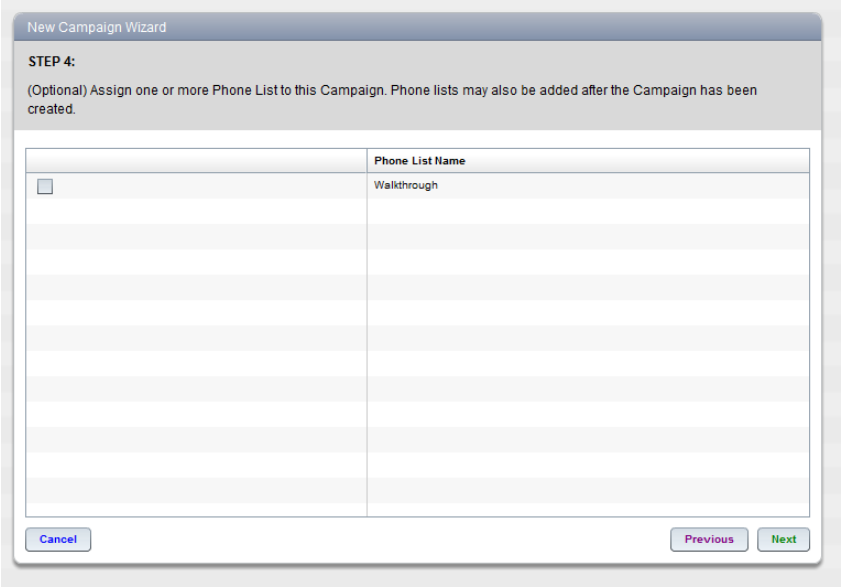
Set your Broadcast Schedule.

Check the box labeled Custom Schedule, and from the Schedule Timezone drop menu, select Local Time (Relative to Lead), this will dial each phone number according to your schedule within their specific timezone.

Now you will drag the slider bars for each day to your desired broadcast time frame. Click the X on any days you do not wish to broadcast on.

The Global Schedule option is explained in the full service guide.

Click Next when complete.



You may assign multiple lists to a single campaign by checking the boxes beside the lists you would like to broadcast to.

Assigning your Phone List.

In this next window, we're simply going to check the box next to the list(s) you have uploaded that you would like this broadcast to go out to.

Click Next when this is done.

The next screen containing an option for Auto Results Delivery will be skipped. This feature is explained in the full service guide.

Click Save in the bottom right of the window. You have now created your Voice Broadcast!

Activating your Broadcast.

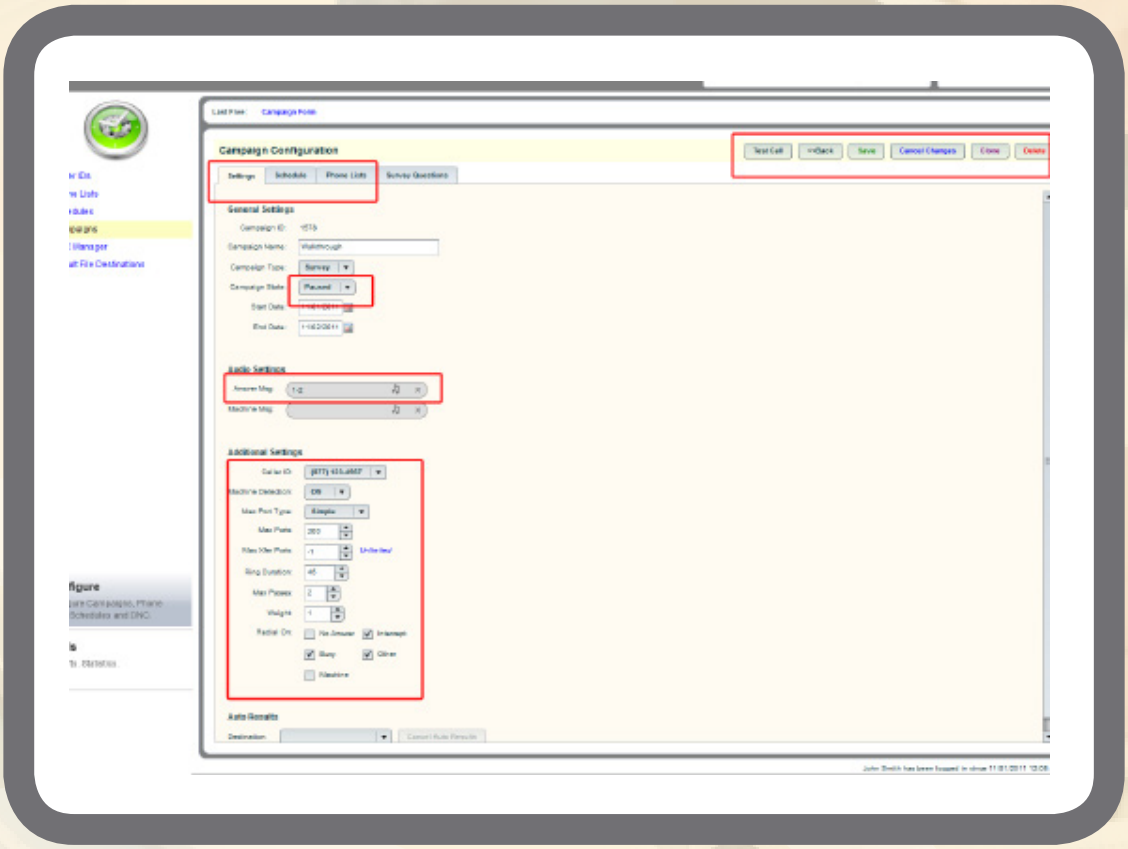
Your Voice Broadcast is now ready to launch!

Double click on your campaign from the list of campaigns in this window. From here you will be able to review and if need be, alter any of the settings you have defined throughout this walk through.

The first thing we will want to do is test the current broadcast.

Click Test Call from the top right of the screen and input the phone number you would like to run your test call at into the box provided.

The system will now send you a call for you to review your broadcast. It may take a moment for the system to send the call.



You may change any of your settings for the campaign by navigating to their appropriate tabs under Campaign Configuration.

From the main window you may also change the assigned audio message under Audio Settings, or your dialing options under Additional Settings.

When you're satisfied with your Voice Broadcast settings, select the drop down menu beside Campaign State, currently set to Paused, and select Active.

Click Save in the top right and your broadcast will initialize for sending according to the schedule you defined.

Your campaign is now active and will begin dialing in your defined schedule!