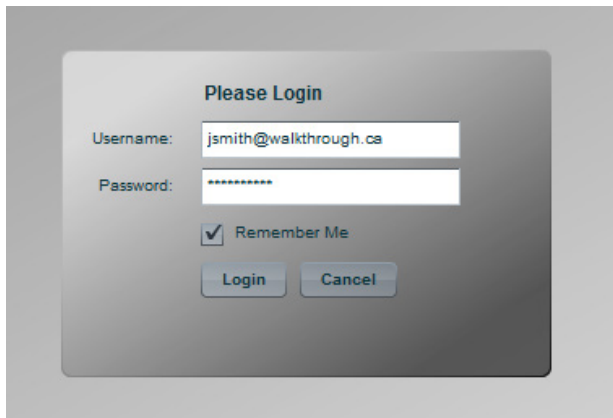


# Voice Broadcast Quick Start Guide

Dialer  
Central.com



Please Login

Username:

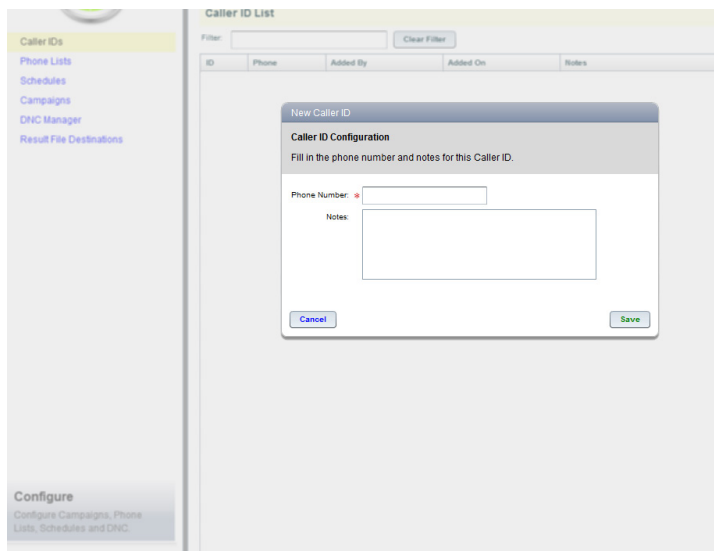
Password:

Remember Me

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 representative into the fields provided, and click **Login** to enter the Voice Broadcasting Portal.



Caller ID List

Filter:

ID	Phone	Added By	Added On	Notes
----	-------	----------	----------	-------

New Caller ID

Caller ID Configuration

Fill in the phone number and notes for this Caller ID.

Phone Number:

Notes:

Configure  
Configure Campaigns, Phone Lists, Schedules and DNC.

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.

Phone Lists

Loaded Lists

Filter: Phone List Wizard

**Create New Phone List**

Give your Phone List a descriptive name and upload a file containing 10-digit phone numbers. The file must be a zipped (.zip) text file (.txt), a text (.txt), or a comma-separated value (.csv) file with one entry per line. Duplicate entries will be removed. If the Split States option is set to yes, it will split the phone list into a sublists. One sublist will be created for each state represented in the Phone List.

List Name:

Split States:

Suppress Cell Phones:

List File:

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.

Phone List Wizard

**Map Phone List Fields**

Map the fields on the left, to the fields on the right by first clicking the field on the left (it will turn green) and then clicking the column in the file it should be mapped to (the column will turn green as well once selected).

Destination	Source	Clear	Col_001	Col_002
Lead Phone	[undefined]	[x]	Name	Phone
Extern ID	[undefined]	[x]	Test	1112345678
Title	[undefined]	[x]	Test	1113456789
First Name	[undefined]	[x]	Test	1114567890
Middle Name	[undefined]	[x]		
Last Name	[undefined]	[x]		
Suffix	[undefined]	[x]		
Address1	[undefined]	[x]		
Address2	[undefined]	[x]		
City	[undefined]	[x]		
State	[undefined]	[x]		
Zip	[undefined]	[x]		
Email	[undefined]	[x]		
Gate Keeper	[undefined]	[x]		
Aux 1	[undefined]	[x]		
Aux 2	[undefined]	[x]		

Columns will highlight green when selected

New Campaign Wizard

STEP 1: General Information

Enter general information about the campaign.

Campaign Name: \*  Start Date: 11/01/2011

Campaign Type: Simple End Date: 11/02/2011

Campaign State: Paused

Campaign Audio

Answer Message: \*

Machine Message:

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.

## 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.

New

STEP 1: Audio

Filter:

Account Audio

Global Audio

- 1-2.pcm
- 1000.pcm
- 2-2.pcm
- 2000.pcm
- 20090410152509.pcm
- 2010.pcm

Mode: Assign Audio File

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

## 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.

The screenshot shows the 'New Campaign Wizard' interface at 'STEP 2: Campaign Settings'. The 'Caller ID' dropdown menu is highlighted with a red box and contains the text '--- SELECT ---'. The 'Max Ports' field is also highlighted with a red box and is set to '-1' with the text 'Unlimited' next to it. Other visible settings include 'Machine Detection' set to 'ON', 'Redial On' options for 'No Answer', 'Intercept', 'Busy', 'Other', and 'Machine', 'Ring Duration' set to '30', 'Max Passes' set to '1', and 'Weight' set to '1'. There are 'Cancel', 'Previous', and 'Next' buttons at the bottom.

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 sufficient 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.

This screenshot is identical to the one above, showing the 'New Campaign Wizard' interface at 'STEP 2: Campaign Settings'. The 'Caller ID' dropdown menu and the 'Max Ports' field are highlighted with red boxes. The 'Max Ports' field is set to '-1' with the text 'Unlimited' next to it. Other settings and buttons are the same as in the previous screenshot.

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

**STEP 3:**  
Either assign a pre-configured Global Schedule to this Campaign, or create a custom one that will only be used by this Campaign.

Select a Global Schedule:  
 6-8Weekday-NoWeekend  Custom Schedule

Schedule Timezone: Local Time (Relative To Lead)

Weekday Hours

Day	Open	Close	8:00am	9:00pm
Monday	Open 06:00 PM until 08:00 PM	X	8:00am	9:00pm
Tuesday	Open 06:00 PM until 08:00 PM	X	8:00am	9:00pm
Wednesday	Open 06:00 PM until 08:00 PM	X	8:00am	9:00pm

Buttons: Cancel, Previous, Next

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.

**STEP 4:**  
(Optional) Assign one or more Phone List to this Campaign. Phone lists may also be added after the Campaign has been created.

	Phone List Name
<input type="checkbox"/>	Walkthrough
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	

Buttons: Cancel, Previous, Next

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.

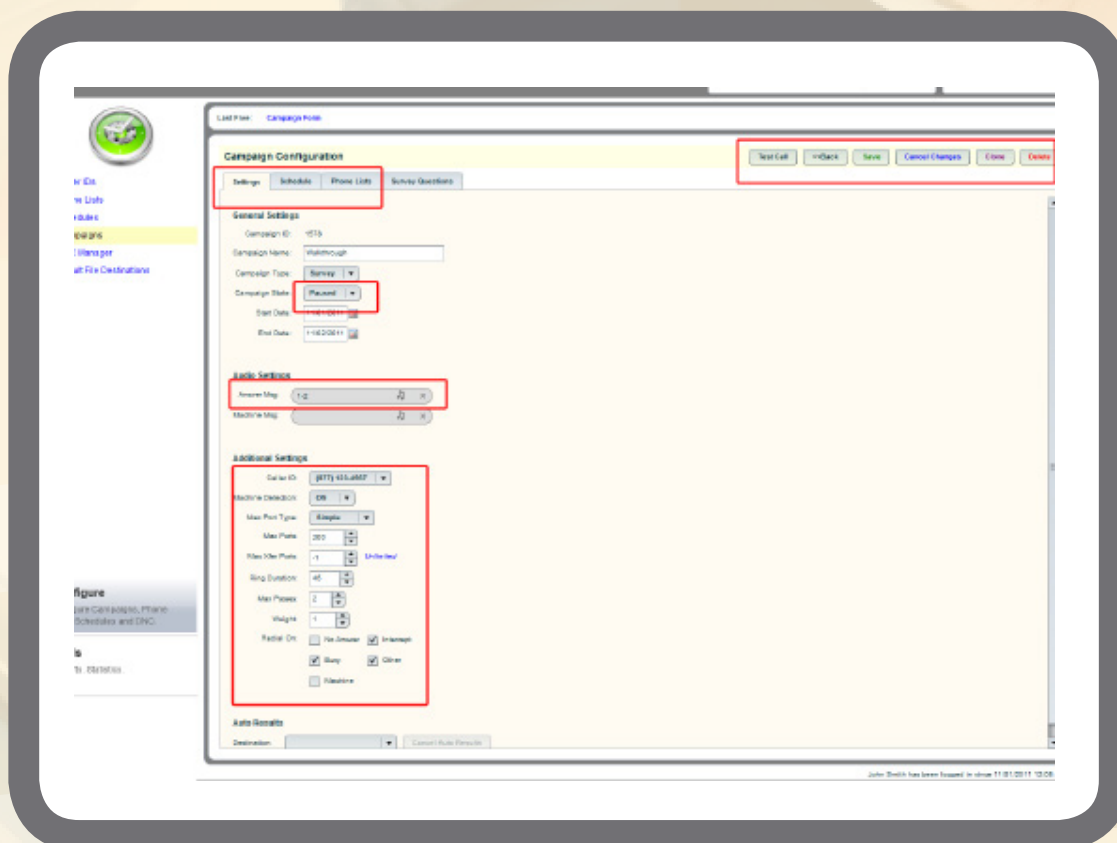
Your Voice Broadcast is now ready to launch!

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!**