

NOTIFY-PHONELINK USER GUIDE

STAR TELEPHONE

Pricing

NotifyPhoneLINK Monthly Charges

Residence	\$15.00
Business	\$20.00
Non-Profit	\$10.00

Long Distance rates will apply.

In addition to the monthly charge above, there will be a monthly charge based on how many unique numbers you use. You can deliver messages to these numbers as many times as needed per month.

Directory Numbers

Monthly Charge

1 to 25 numbers	\$5.50
26 to 50 numbers	\$10.00
51 to 100 numbers	\$25.00
101 to 200 numbers	\$35.00
201 to 300 numbers	\$45.00
301 to 400 numbers	\$55.00
401 to 500 numbers	\$65.00
501 to 700 numbers	\$85.00
701 to 900 numbers	\$95.00
900 to 1100 numbers	\$125.00
Over 1101 numbers	Contract price*

*Contract price will be determined on a customer by customer basis.



For questions, please call 1-800-706-6538

<http://www.stmcservices.net/>

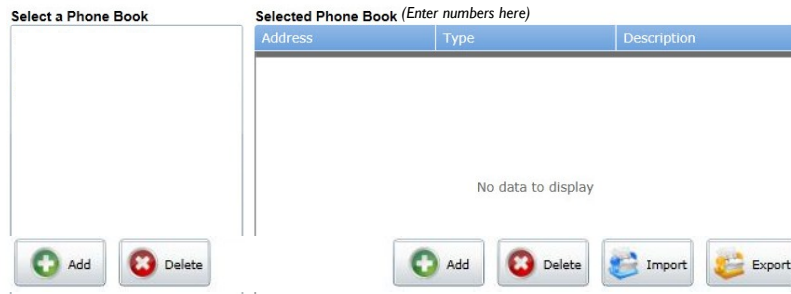
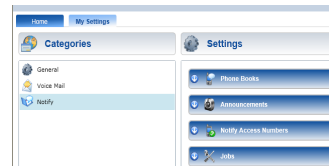


Log In to Web Portal at www.stmcservices.net

Enter your User Name and Password and click on Log In to access your Web Portal account. By default the Web Portal will open in the Home Tab, to access Notify PhoneLINK, click on the My Settings Tab and then select Notify PhoneLINK under the Categories column. If you wish to change your Web Portal Login Password, click on the General Tab located in the Categories

Creating Phone Books

Phone Books are used to organize and store your phone numbers, Email addresses and text Email addresses. Go to 'My Settings', click on 'Notify', then click on 'Phonebooks' to begin.



The Phone Books section contains two lists. The left-hand list is used to manage your NotifyPhoneLINK phone books and the right-hand list is used to manage the phone numbers and Email addresses/text gateways that are in the currently selected phone book.

To add a new phone book, press the Add button located below the Select a Phone Book list. An empty Add Phone Book window will be displayed.



Enter a short description of the phone book in the Description field of the Add Phone Book window. This description will be used to identify this phone book in other NotifyPhoneLINK Service interfaces.

Deleting Phone Books

To delete a phone book, select the phone book in the Select a Phone Book list and press the Delete button below the list. A delete confirmation prompt will be displayed. Choose *OK* in the prompt to complete the deletion.

Adding Addresses

To add a single address to a phone book, select the phone book in the Select a Phone Book list and press the Add button below the Selected Phone Book list. An Add Address entry window will be displayed.



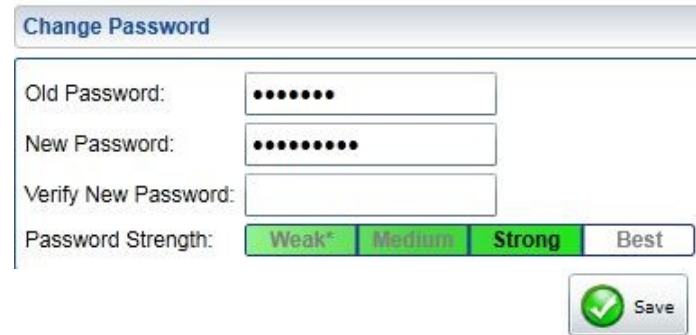
This section applies to customers without computer access.

General Tab

Use the General Tab in the Web Portal to change your Web Portal Log In Password and to add or delete the Email addresses where you want completed Job Reports sent to.

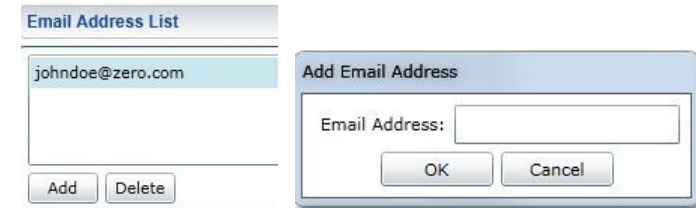
Password Change

Enter your old password and then select a new one. You can use the password strength meter to measure the level of password security. By alternating alphabet and numeric characters you will create a stronger password. Once you have chosen a New Password, re-enter it in the Verify New Password field and click on the Save button at the bottom of the screen.

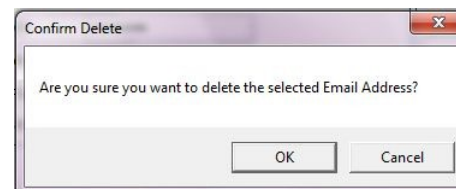


Email Address List

The Email Address List will display the Email addresses that will receive reports from completed Notify-PhoneLINK Jobs. Click on the Add button to open an Add Email Address window, once you have entered the Email Address, click OK.



To Delete an address highlight an address from your Email Address List and click on Delete. You will then receive a prompt asking to verify the deletion. Click Ok to complete the deletion.



This section applies to customers without computer access.

Basic Mode (Using the Phone to Start a Job)

Basic Mode is only for starting a single job over the phone. The Phone Book associated with Basic Mode needs to be created through the Web Portal or by our support staff if you don't have access to the Web Portal.

Logging In

Call the administration number at xxx-xxxx and you will be asked to enter your subscriber ID (your 10 digit phone number (example: 555-555-5555) Once the subscriber ID has been entered, the following prompt will be heard: *"Please enter your password."* Enter your password (default 0000). Please contact our office if you wish to change your password.

**Clicking on the Notify Access Numbers tab will display the administration phone number.*

Recording Your Message

Once you have logged in, you will hear: *"Notify Job Menu. Press 1 to record your message, press the # key when you have finished recording. Press 2 to listen to your recorded message. Press 3 to start the Notify job. To hear these instructions again Press 0."*

Starting a Notification Job Over the Phone

Once an announcement has been recorded, you may now press 3 to start a notification job with the current recorded message. Once you have pressed 3 you will hear the following prompt: *"To start job, press 1."* The job has now been started, and the service will give the following prompt: *"Job started."* You may now end the call.

Minimum Successful Time

If you want to have a preset number of seconds that a message must play for it to be considered successful, you can request that time to be any number including 0. Please contact Customer Service to change this setting.

Retry Count

You can request from Customer Service the number of times a job will re-dial each phone number that has not successfully answered a call. The Retry Count can be set to any number including 0. Please contact Customer Service to change this setting.

Web Portal in Basic Mode

The Basic Mode is practical for subscribers who will be starting their jobs over the phone. If your service is configured to operate in Basic Mode, your Web Portal set up will be the same as is detailed in this User Guide. Basic Mode will restrict you to one Announcement and one Phone Book in your Web Portal. Please contact us to change your service back to normal mode .

Adding Individual Numbers and Gateways

Select the Address Type (Phone Number or Email/Text Gateway), enter the new 10-digit phone number or Email/text gateway into the Address field, and enter an optional name or description of the address into the Description field. Finally, press the Add button to add the entered address to the phone book.

Email/Text Gateways

You can send messages to a person's Email address or text messages to their cell phones. To deliver these messages, NotifyPhoneLINK needs a valid Email address which applies to both traditional Email and for someone's cell phone. To send text notifications, you will need to obtain a person's cell phone text address. This address is similar to regular Email and quite often begins with (ten digit #)@xxxwirelessprovider.com

How to Import Numbers and Email/Text Addresses

CSV File Creation Procedure (suggested)

Data in this format needs to be created using three

columns: Column A containing the 10 digit phone number or Email address, Col-

umn B can have a description or can be left blank and Column C needs to have the number "0" if it is a phone number and the number "1" if it is an Email address or text Email address. Use the CSV File type when you Save your Notification contact data.

Important Note: You must close the newly created file before importing into a phone book.

Import Function

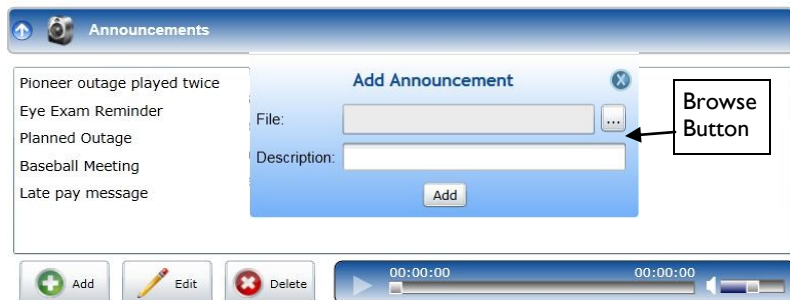
Files containing multiple phone numbers and Email/text gateways can be imported into a Phone Book. To do this, select the phone book to which the addresses will be added and press the Import button below the Selected Phone Book list. When the Import button is pressed a standard file selection window will be displayed. From within this window, select the Comma Separated File, CSV, XML or Text file that contains the addresses to be imported and press the Open button. The valid addresses in the selected file will be added to the Selected Phone Book list.

Exporting Lists

All addresses in a phone book can be exported to a CSV, TXT, or XML file by selecting the phone book in the Select a Phone Book list and pressing the *Export* button below the Selected Phone Book list. A standard Save As window will be displayed, allowing a file type and location to be specified for the addresses that will be exported. Once the file name and type of file have been entered, press the Save button to complete the file export. All addresses in the selected phone book will be included in the export. *(Use this function after you have added to your Phonebook a single phone #, text or Email address to set up a template guide for creating large spreadsheet lists for import into your phonebook)*

Adding Announcements with a WAVE audio file

The Announcements section is used to manage the announcement audio files that are available to be played for notification calls. To make a new announcement audio file available for Notify-PhoneLINK Service calls, press the Add button in the Announcements section. An Add Announcement window will be displayed. Enter descriptive text of the announcement into the Description field. This description will be used to identify the announcement in NotifyPhoneLINK Service interfaces.



Next, press the browse button next to the File field to open a standard file selection window. Use the file selection window to locate and select the .WAV audio file that will be used as the new announcement and press the Open button. The path to the selected .WAV file will be displayed in the File field. Press the Add button to complete the addition.

To remove an announcement audio file, select the file in the Announcements section and press the Delete button located below the list of announcements. A delete confirmation prompt will be displayed. Press the OK button in the prompt to complete the deletion. Announcement files that are currently being used by a job cannot be deleted.

The play sound and volume control can be used to play the announcement selected in the Announcements section.

Adding Announcements with Recording by Phone

Logging In

If you plan on using a telephone to record announcements for your notification jobs you can call the administration number* at NXX-9910** and you will be asked to enter your subscriber ID (your 10 digit phone number) Once the subscriber ID has been entered, the following prompt will be heard: *“Please enter your password.”* Enter your password (the default is 0000)

**Clicking on the Notify Access Numbers tab will display the administration phone number.*

***Your NXX number is the 3 digit number that is after your area code. For example, in 910-564-4194, “564” is the NXX number.*

Notes Page:

The progress of an ongoing or finished job can be viewed by selecting the job in the Select a Job list and clicking on the Status tab. The top of the Status tab contains a list of all the addresses in the phone book being used by the selected job, and the current call status of each address. The lower section of the Status tab shows the overall state of the current job (e.g., Idle, Running, Paused, Finished or Canceled), and also has a row of buttons used to control the state of the job and the list of addresses.

Selected Job

General Status Exceptions

Address	Attempts Made	Status	Time Stamp	Response
605-990-72	1	Answered	9/6/2011 3:20:29 PM	1
scottm@inn	1	Sent Email	9/6/2011 3:19:43 PM	

Current Status: Finished

Resume Pause Cancel Refresh

The Resume button is used to continue the job if it has been paused. The Pause button suspends the job if it is in progress. The Cancel button completely stops the job if it is running or prevents the job from running in the future if it is scheduled. The Refresh button retrieves the latest call status data from the system.

Jobs

Select a Job

- ita test
- hamilton test
- adams demo
- test 2
- pc test

Selected Job

General Status Exceptions

Address	Type
605-666-1000	Phone Number
janedoe@email.com	Email / Text Gateway
6056660000@vtext.com	Email / Text Gateway

Add Exception

Address Type: Phone Number

Address:

Add

Add Delete

Job Exceptions

The Exceptions tab is used to manage the list of phone numbers or Email addresses/text gateways that should not be contacted if they are found in the phone book associated with this job.

To add a job exception, press the Add button in the Exceptions tab. An Add Exception entry form will be displayed. Select the Address Type (Phone Number or Email/Text Gateway), enter a phone number or Email address in the Address field and press the Add button to complete the entry. Exceptions can be removed from the Exceptions tab by selecting them and pressing the Delete button at the bottom of the tab.

Note: Phone numbers or Email addresses/text addresses that are added or deleted from the Exceptions list are not permanently removed from the Phone Book.

Recording Your Announcements

Once you have logged in you will hear a recording Menu: *To play your Recording Press 1, To re-record your Recording Press 2, To delete this Recording Press 3, To pick a new Recording Press 5, To hear these instructions again Press 0, To return to the previous menu press the * key.*

You have the option of recording up to 20 notification announcements, using the "Pick a new recording" option and selecting a number for your announcement from "0-19". Once the announcements have been recorded, you can log in to your Web Portal account to access them. The announcements will have a date and timestamp on them which you can rename by highlighting the announcement and clicking on the Yellow Pencil.

Announcements

Recording 8 Recorded by Phone at 08:55:02 on 08/18, 2011

Recording 9 Recorded by Phone at 08:53:28 on 08/18, 2011

Edit Announcement

Description: Recording 9 Recorded by Phone a

Save

Add Edit Delete

00:00:00 00:00:00

Jobs

The Jobs section is used to add, delete, and manage NotifyPhoneLINK notification jobs. The left-hand side of the Jobs section contains a list of all the jobs that you have created. Selecting a job in the list will display its settings, call status and exceptions in the tabs on the right-hand side of the Jobs section.

Select a Job

- Eye List for June 2011
- Water Late Pays for August

Selected Job

General Status Exceptions

Description: Eye List for June 2011

Use Phone Book: Eye Prescription Renewals

Play Announcement: Recording 8 Recorded by

Text Message: call 5550000 asap

Begin Date: 8/19/2011

End Date: 8/19/2011

Daily Start: 8:00 AM

Daily End: 9:00 PM

Retries: 2

Maximum Simultaneous Calls: 1

Minimum Successful Call Time (sec): 10

Send Email when Job Finishes: Yes

Add Delete

To delete a Scheduled or Finished job from the service, click on the specific job in the Select a Job window and click on the Delete button. You will then receive a prompt asking to verify the deletion. Click Ok to complete the deletion.

To add a new Notify-PhoneLINK job, press the Add button to open the Schedule a New Job window.

Select job properties described on pages 6-7 and press the Schedule button to create the new job entry.

- Description** Enter some text describing the job (e.g. “Water Late Pays September”).
- Use Phone Book** Select the phone book that contains the list of phone numbers and Email/Text Addresses that will be contacted by this job. (e.g. “Water Late Pays”)
- Play Announcement** Select the announcement that will be played when this job’s calls are answered. (e.g. “Late Pay Announcement”) If you only want to send a text message or Email with no announcement, select None.
- Text Message** Enter the text message that will be sent to phone book entries if the address type of the entry is an Email or Text Address (e.g. “Call 555000 asap RE your water”)
- Begin Date** Enter the day on which this job will begin contacting phone numbers and Email/Text Addresses in the selected phone book.
- End Date** Enter the last day on which this job will contact phone numbers and Email/Text Addresses in the selected phone book.

- Daily Start** Enter the earliest time of day that a notification job can be run. The default for this setting is 8:00 AM. (Call us to change default)
- Daily End** Enter the latest time of day that a notification job can be run. The default for this setting is 9:00 PM. (Call us to change default)
- Retries** Enter the number of times the job will re-dial each phone number that has not successfully answered a call. *Note: Select “0” and the number will be called just once.*
- Maximum Simultaneous Calls** This is the maximum number of calls that your service has been configured to make simultaneously. The higher the number, the faster the job will be completed. Please contact us if you need to increase this level of service.
- Minimum Successful Call Time (sec)** Enter the minimum number of seconds the announcement must be played when a call is placed for the call to be considered successful.
- Send Email when Job Finishes** Set to Yes to have the NotifyPhoneLINK Service send an Email report when this job is complete. Please refer to Page 10 if you need to change or delete the Email addresses where you wish to have the report sent.
- Enable Digit Response** Setting this option to Yes will allow the called person to press a digit on the phone in response to the notification announcement (e.g. “Press 1 if you agree, press 2 if you disagree.”) The pressed digit will be displayed in the job report Email.
- Transfer Enabled** Set to Yes to enable transfer of the call to a phone number or another subscribed service such as Voice Mail when a digit on the phone is pressed. This setting will be disabled if Enable Digit Response is set to No.
- Transfer Digit** Choose the digit on the phone that can be pressed to transfer the call. This setting will be disabled if Transfer Enabled is set to No.
- Transfer Type** Choose the type of transfer that will occur. Options include Phone Number or Service such as Voice Mail. This setting will be disabled if Transfer Enabled is set to No.
- Transfer To** The target of the call transfer. If the Transfer Type is Phone Number then a 10 digit directory number must be entered in the field. If the Transfer Type is Service then a subscribed service like Voice Mail must be selected. This setting will be disabled if Transfer Enabled is set to No and is required if Transfer Enabled is set to Yes.