

ListCaller™

User Guide

Version 1.01

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Introduction

The *ListCaller* service provides a way to deliver urgent messages to groups of individuals: employees, customers, volunteers, family, team members, etc. ListCaller makes the calls for you, without wasting time or tying up your phone lines. It can attempt to reach individuals at as many as three phone numbers and even reach them at a numeric pager. Messages can be sent directly from the simple to use web site, or from any touchtone phone.

ListCaller Web Features

- Access the ListCaller site from any web browser.
- Log in with your user ID and passcode.
- Select a function to perform:
 1. Create and manage group lists
 2. Send a message to a group list
 3. Check to see who received the message
- Type a text message (the text is converted by ListCaller to a spoken message)
- Ask recipients to respond to your message (see *Message Delivery*)
- Deliver the message immediately or schedule for a particular date and time

ListCaller Telephone Features

- Dial the ListCaller service from any touchtone phone
- Log in with your user ID and passcode
- Select a function to perform:
 1. Check the status of messages you sent
 2. Send a new message
 3. Manage group lists
- Record a message “on the fly” or pre-recorded a message for later use
- Ask recipients to respond to your message (see [Responding to Messages](#))
- Deliver the message immediately or schedule for a particular date and time

ListCaller Message Delivery Features

- After you approve your message, ListCaller begins the calls
- ListCaller places calls simultaneously on multiple phone lines
- Recipients may replay and respond to your message
- ListCaller attempts delivery to up to three phone numbers per recipient
- If the number is busy or there is no answer, ListCaller tries again later.
- You specify the number of attempts ListCaller should make for each message delivery
- ListCaller leaves a voice mail message when answering machines are reached
- Recipients may respond to your message with a vote, a voice mail reply of their own, a confirmation of message receipt, or a confirmation that they are available to work (based on the staffing request made in your message).

ListCaller on the Web

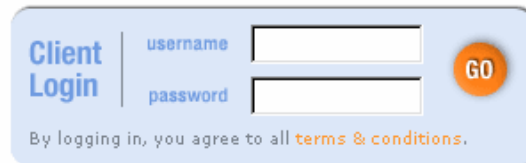
Overview

Most ListCaller functions are available both when using the web site and when using your phone. Sending voice messages is easiest from a telephone – managing lists is easiest on the web site. Your own needs will determine which interface works best, and when you may want to use one or the other.

This chapter describes the use of ListCaller on the Web.

Log In

- Use your web browser to access www.listcaller.com
- Enter your user ID (often your phone number, up to 10 digits)
- Enter your passcode (default for new users is *1234*)
- Choose an option by clicking on one of the blue folder tabs:



The image shows a 'Client Login' form. It has a light blue background. On the left, the text 'Client Login' is written in a bold, blue font. To the right of this text are two input fields: the top one is labeled 'username' and the bottom one is labeled 'password'. To the right of the password field is an orange circular button with the word 'GO' in white. Below the input fields, there is a line of small text that reads: 'By logging in, you agree to all [terms & conditions](#).'



NOTE: The user ID and passcode are numeric (i.e., no letters) so they can be used to log into both the ListCaller web site and the telephone system.

Manage Lists

ListCaller allows you to quickly send messages to groups of people. Before sending a message from the web site, you must first create a group list containing the names and phone numbers of the individuals who should receive the message. You may create up to 89 different lists, each of which may contain up to 999 members. Lists are stored on the ListCaller system for as long as you are an authorized user, and can be edited or deleted at any time.

Overview

Click on the “Manage Lists” tab, to see the with the following choices:

- **Create New List:** click a function (in orange letters) to create a new list and 1) enter members’ name and phone numbers one at a time or select them from your Global Directory, 2) import a spreadsheet containing your list members, or (3) manage your Global Directory - a consolidated list of all your list members.
- **Edit Existing List:** click on the drop-down box to select one of your group lists and then click the GO button to view and edit it.
- **Export List:** pick a group list from the drop-down box and click GO to send it to a spreadsheet that you can save on your computer.
- **Delete List:** select a group list and click GO to remove it from the ListCaller system.

Step 1: Manage Lists

Please choose from the options below to begin.

- **Create New List**
 - Enter List
 - Import List
 - Edit Global Directory
- **Edit Existing List**
 -
- **Export List**
 -
- **Delete List**
 -

Detailed descriptions of these four functions is contained on the following pages.

Create New List

Enter List

1. Enter a descriptive name for your new list in the dialog box. This name is used in the drop-down box you see when sending messages or editing lists

2. Click the GO button to proceed.
3. Click “Add New Member” to begin entering names and phone numbers. Each entry you make is automatically added to your Global Directory. (This simplifies additional list creation later.)

4. Type data into one or more of the boxes.

You may use the Tab key to move between boxes; it's faster than using the mouse!

5. Click “Submit & Enter Next” to accept this entry and add another member.
6. When you are finished, click “Submit & Return”.
7. Review the members of your new list and then click the DONE button (*at the bottom of your member list*).

NOTE: You need only enter a name and phone number for each new list member (“*” means “required field”). If you want to enter additional contact information, click the MORE button for supplemental fields.

Each phone number box (1, 2 and 3) will accept a single 10-digit number and will be formatted automatically. The “Ext.” box after each phone number can contain an office extension or other digits that must be dialed after an automated attendant answers the phone number. Up to seven (7) digits can be entered in each “Ext.” box.

The Pager box can contain up to 20 touchtone characters: phone number, #, *, pager ID, etc. If a comma appears in this string of characters, ListCaller pauses and waits for an answer before dialing the remaining digits.

ListCaller uses the Email address in a special function . If you enter an email address for a member in your list, ListCaller not only delivers the voice mail, but also sends an email to the list member. If the message you direct ListCaller to send is an audio message that you've recorded over the telephone, ListCaller attaches an audio file to the email. The list member can listen to the audio file on their computer. If the message you send is a text message that you typed into the ListCaller web site, ListCaller sends the message text in a TXT file attached to the email.

Import List

1. Enter a descriptive name for your new list in the box.
2. Click the "Browse" button to find the file that you want to send to ListCaller

• **List Name**

Junior High parents, 2003-2004 *

• **Import File**

C:\Spreadsheets\JH_parent-list_03.xls *

3. Click GO to import the spreadsheet into your new list.
4. Wait for the ListCaller system to confirm that it has finished importing.
5. Review your new list using the "Edit Existing List" function.

NOTE: Your Excel file must use a specific format. Please request a copy of the required layout by email: import@listcaller.com


Edit Global Directory

1. The Global Directory is populated when you add new members (or import) to a list. This is done automatically by ListCaller.
2. When you enter new lists or edit existing lists, you can click "Add Member from Directory" to pull up your Global Directory. From here you can quickly select members to add to your list.
3. You can also add, modify and delete members of the Global Directory using this function. A sample Global Directory entry is shown below.

Name	Primary Phone	Secondary Phone	Email	
Jack Sprat	(800) 555-1212	none	jack.sprat@myemailservice.com	<input type="button" value="Modify"/> <input type="button" value="Delete"/>

NOTE: This function is only available to Standard and Enterprise level customers. Standard Level : primary user has access to this function. Enterprise Level: the primary departmental user is authorized to use this function.

Edit Existing List

1. Click on the drop-down box and choose the list you wish to edit. (The list **number** next to each name allows you to select the list when accessing ListCaller on the phone.)
 - Edit Existing List
2. Click GO (next to the box) to view and edit the list you highlight.
3. You may add, modify and delete members of this list by clicking on the corresponding orange buttons.
4. Click DONE when finished reviewing/editing this list.
(You may need to scroll down on the screen to see the DONE button).

Export List

1. Click on the drop-down box and choose the list that you wish to export.
2. Click GO (next to the box) to export the highlighted list.
3. Click on the orange word DOWNLOAD to begin the process.

The list "Junior High parents, 2003-2004 is ready to download.

DOWNLOAD

4. Depending on your browser, you may be asked if you wish to Open or Save the list. Select the desired option to view or store the list as a spreadsheet (i.e., Comma-Separated Variables, or CSV format). You can then use your list data with other software applications.

Delete List

1. Click on the drop-down box and choose the list you wish to delete.
2. Click GO (next to the box) to permanently delete the highlighted list.

CAUTION!!! This operation is irreversible. Once you click the GO button, the highlighted list will be **completely removed** from the ListCaller system and cannot be retrieved. Please take care when performing this operation.

A Word About Member Data

You can store the following information in the ListCaller database for each member. The two bolded fields represent the minimum data required in order to send messages via ListCaller to the member.

Title	Mr. Mrs. Ms. Miss. Dr. etc.
Fname	first name
MI	middle initial
Lname	last name
Phone	primary phone number (home or office)
Extension	extension, if any
Email	email address #1
Type	type of telephone (home, office, pager, mobile)
AltPhone	alternate phone number (home or office)
AltExtension	extension, if any
AltType	type of phone
AltEmail	email address #2
Alt2Phone	cell phone number
Alt2Ext	extension, if any
Alt2Type	type of phone
PagerNum	pager telephone number
Address1	address line 1
Address2	address line 2
City	city name
State	2 digit state code
Zip	zip code
ClientID	employee number or other ID
ClientPosition	title or position in organization

Send Messages

To send a message from the ListCaller web site, perform the following simple steps:

1. **Destination List:** choose the group that will receive your message by selecting one of your lists from the drop-down box.
2. **Message Type:** type a descriptive title for your message and then pick the type of message to send: text-to-speech, pre-recorded, or recorded by phone.
3. **Delivery Options:** choose from a variety of delivery options, such as number of attempts, scheduled date/time, response requested, etc.
4. **Final Approval:** review your message parameters, confirm and send your message.

Steps to Send a ListCaller Message

1. From the main ListCaller window, click the Send Message tab. In Step 1, click the drop-down box and select your desired list of recipients.
2. Click GO to address a message to the highlighted list.
3. The members of your list are displayed for your review. Un-check anyone who should NOT receive your message. Click NEXT to continue.

4. Type a brief descriptive “title” for this message. The title is used later when you check on results of your message delivery.

The screenshot displays the message creation form. At the top is a text input field labeled 'Message Title:'. Below it are two radio buttons: 'Record Message' (unselected) and 'Enter Message' (selected). To the right of the radio buttons is a dropdown menu currently showing 'Pre-Recorded Message'. Below these controls is a large text area with the placeholder text 'Enter message here...'. At the bottom left of the form is an orange 'Spell Check' button.

5. Click a radio button to select the format of message. If you pick “Enter Message”, then type the message text into the large box.

(See the [ListCaller Send Options](#) section for a further explanation of message formats).

6. Select your desired delivery options. (See the [ListCaller Send Options](#) section for a further explanation these options).

Type of Message:	Normal: <input checked="" type="radio"/>	Confirm: <input type="radio"/>	Vote: <input type="radio"/>	Respond: <input type="radio"/>				
Send:	Now: <input checked="" type="radio"/>	At: <input type="radio"/>	September	/	30	/	2003	12:00 am
# of Attempts:	3							
Priority:	Normal Delivery: <input checked="" type="radio"/>		Urgent Delivery: <input type="radio"/>					
Secure Delivery:	Yes: <input type="radio"/>		No: <input checked="" type="radio"/>					

7. Click “Confirm & Submit” when you finish preparing your message.
8. A summary of your message parameters and the list of recipients is then displayed. To confirm and send the message, click ACCEPT at the bottom of the confirmation screen.
9. Wait for the confirmation screen to appear. You can continue with other functions now or if you are finished using ListCaller, click LOGOUT at the top of the screen.

ListCaller Send Options

Message Format

Messages can originate from three different formats when sending from the ListCaller web site:

- **Record Message:** Indicates that you will call ListCaller and record a voice message after you address the message and specify the delivery options via the Web. ***Remember to login to ListCaller from any phone and record your message after you are done on the Web!***
- **Prerecorded Message:** Enables you to select a stored message from the drop-down list. Up to nine messages can be pre-recorded over the phone and sent from the web site or from the phone. *(This feature is not available at all service levels.)*
- **Enter Message:** Lets ListCaller know to use the message you type into the text box. *Note that spell checking is available!* When ListCaller delivers the message, it converts the text to speech (TTS) using advanced TTS technology.

NOTE: You should void abbreviations in these text messages and take full advantage of the spell check feature!

Delivery Options

A variety of message delivery options are available with ListCaller:

- **Type of Message:** Lets ListCaller know whether a response is required. Response options are:
 1. Normal: no response required. Message can be left on answering machines.
 2. Confirm: recipients are asked to verify that they heard your message.
 3. Vote: recipients are asked to vote Yes/No/Abstain after your message.
 4. Respond: recipients are asked to record a reply to your message. You can listen to these voice messages by logging into ListCaller from any phone.
- **Send Now or Later:** Your message can be delivered immediately, or at a specified date and time - *a handy feature for reminder calls and regular events!*
- **Number of Attempts:** This number is maximum number of times ListCaller
- dials each recipient before skipping the recipient and moving on
- **Message Priority:** Urgent Delivery moves your message to the first in the queue for delivery. *(This function is only available at the Enterprise level).*
- **Secure Delivery:** When “Yes” is selected, each recipient must enter his/her Client ID prior to hearing your message. The Client ID must be unique for each recipient (e.g., employee number) and is entered for each member in the MORE section of the list member screen (see the [“Create New List: Enter List”](#) section).

Check Message Status

ListCaller tracks of the status of each message you send. For each message, you can review the list of recipients who received the message, see who didn't receive the message, review the delivery date and time, see the responses received (if responses were requested), and see the current message status.

Checking the status of a ListCaller Message

1. Click the "Message Status" tab, then search for a list of your messages by list used or by the date the message was sent. Click GO to display the list of messages.
2. From the list of messages that matches your inquiry, click on the Title of the desired message to review its status.

A sample status screen is shown here:

User ID:	Type: Vote
Message ID: 99672	Format: Text to Speech
Message Name: Fire on Elm Street	Send Date/Time: 09/30/2003 1:32PM
	Finish Date/Time:
# of Recipients: 2	# of Attempts: 3
Successful Deliveries: 1	Failed Deliveries: 0

Name	Status	Response
Jack Sprat	Delivered: 09/30/2003 1:50 PM	Yes
Sally Seashore	Next Attempt: 09/30/2003 2:04 PM	--

In this sample you can see that Jack Sprat received the message which was titled "Fire on Elm Street" The message asked Jack to respond, and Jack responded with a "Yes" vote. Sally has not received this message yet, but ListCaller is still trying!

3. When you are done with message review, simply click one of the function tabs at the top of the screen to go on. (Manage Lists, Send Messages, Message Status)

Service Desk

This function tab displays email and telephone contact information for ListCaller. Feel free to call or email us anytime with questions, problems or suggestions. We are happy to hear from our customers, and we will respond as quickly as we can.

Other Functions

The top right corner of each ListCaller screen displays several functions you can click and use at any time.

- **Logout:** Click to terminate your session and return to the ListCaller login screen. *This function is only visible if you are currently logged into the ListCaller web site.*
- **My Account:** Click to change your log in passcode. A passcode is made up of numbers and may be from 4 to 8 digits long.
- **Privacy:** Click to display the ListCaller privacy policy. In general, we guarantee that your information will never be knowingly be disclosed to others!
- **Home:** Click to return to the main screen. You remain logged in.

ListCaller on the Phone

You can use ListCaller from a touchtone phone as well as from your web browser. Using your telephone, you can create lists, send messages, check the status of messages you've sent, create pre-recorded messages, and perform many housekeeping functions.

NOTE: There are several functions that can ONLY be performed from a phone:

- Record a **voice** message to be delivered
- Record your **account name** (this name is used to announce who your message is from)
- Listen to responses recorded by recipients of your message
- Send a message to a **combination** of lists and/or phone numbers

This chapter describes the use of ListCaller from a touchtone phone.

Log In

- Dial the ListCaller access number: (1) 612 455 0270
- In many cases you can use your own phone number as your ListCaller User ID. If you call from a phone whose number is the same as your User ID, you do NOT need to enter your user ID. Otherwise, enter your User ID followed the pound sign (#)
- Enter your passcode followed by the pound sign (#)
(You may elect to not require a passcode. If you make this election AND call ListCaller from the phone whose number is the same as your User ID, you do not have to enter your passcode.)
- Choose an option from the main menu:
 1. Check message status
 2. Record and Send a new message
 3. Manage group lists
 4. Other options (password, account name, etc.)

*You can go back to the main menu at any time by hitting the ” * ” key on your telephone keypad. This is the CANCEL key.*

If this is the first time you have logged into the service with this User ID, you will be prompted to select a new password and record your name.

Check Message Status

(Main Menu - 1)

While reviewing message status information via the ListCaller web site is faster, you can still obtain basic status information over the phone as well.

For status information, select Main menu option 1. ListCaller tells you the date and time of the most recent message. You may then choose one of the following options:

1. Press 1 to hear the entire message
2. Press 2 to get recipient feedback (*votes, replies, etc.*)
3. Press 3 to cancel message delivery
4. Press 4 to get a complete status report

Press # to skip to the previous message. Messages are reviewed in reverse chronological order, beginning with the most recent and ending with the oldest.

The ListCaller web site allows you to see the delivery status for each recipient, including the date and time received, the response (if requested) and other information about the message. However, replies recorded by your message recipients can only be retrieved from ListCaller via the telephone.

Send Messages

(Main Menu - 2)

1. Press the # key to record a message (press # when you are done).
Or, enter the number (1-9) of one of your prerecorded messages.

<p>Record Menu</p> <ul style="list-style-type: none">1 – Replay the message2 – Address the message3 – Re-record the message

2. Press 2 to address the message. You may then enter any combination of list numbers and phone numbers. Follow each number with the # key.
 - Enter a 2-digit list number (+#)
 - Enter a 10-digit phone number (+#)
 - Enter a 7-digit phone number (+#) if it is in your area code

Press the # key by itself to finish addressing the message.

<p>Address Menu</p> <ul style="list-style-type: none">1 – Review the list of phone numbers2 – Schedule the message for delivery3 – Enter additional phone numbers or lists
--

3. Press 2 to select a delivery option. Unless you specify otherwise, the message will be scheduled for immediate delivery with no special options.

<p>Delivery Menu</p> <ul style="list-style-type: none">1 – Change the delivery schedule (day/time)2 – Approve and send the message3 – Other delivery options (next page)
--

4. Press 2 to approve and send the message. The system assigns a unique number to each message for tracking purposes. Once this is spoken, you will be returned to the main menu.

<p><i>If you fail to complete step #4, your message will not be sent. To cancel a message and return to the main menu, press the star key (*) at any time prior to approving the message.</i></p>

Other Delivery Options

(Delivery Menu - 3)

If you select option 3 in step #3 above, the following menu of delivery options is available:

1. Confirm receipt (recipients must press 5 to “sign for” the message)
2. Cast a vote (recipient can press 8 to vote: yes/no/abstain)
3. Record reply (recipient can press 7 to record a response)
4. Available to work (used with staffing request messages)
5. Secure delivery (recipient must enter their Client ID to hear the message)
6. Maximum number of delivery attempts to be made for each recipient
7. [reserved for future use]
8. [reserved for future use]
9. Priority message (Enterprise level customers only)

Additional Information About Delivery Options

Options 1-4 are mutually exclusive; you may only choose one of the four. The default is Normal delivery: no response is requested from the recipient.

Secure Delivery requires that each recipient have a unique Client ID. The default is Normal delivery: no Client ID is required in order to hear the message.

Priority Messages are moved to the head of the queue for faster delivery. The default is Normal delivery. *(Delivery speed depends on overall system traffic).*

After a delivery option is selected, you return to the Delivery Menu. Press 2 to send the message, or 3 to select another option.

Pre-Recorded Messages

In step #1 of Sending a Message (see [Send Messages](#)) you may select to use a pre-recorded message. You create pre-recorded messages using Main Menu option 4, sub-option 4 (see next page) and number them 1 through 9. You can listen to a list of your pre-recorded messages by entering option “0” in step #1.

If you elect to use a pre-recorded message, you have the option to record a “preface” that recipients hear prior to hearing the “main” (pre-recorded) message. For example, your preface might describe an actual emergency, while the pre-recorded message might give standard procedures to be followed emergencies.

Pre-recorded messages can be sent from either the web site or the telephone, but *prefaces* can only be recorded when using a telephone to access ListCaller.

Manage Lists

(Main Menu - 3)

ListCaller allows you to enter simple lists of message recipient's phone numbers and record their names by phone. These functions work well for small lists of recipients. For larger lists, you may wish to use the web site, which gives you easier data entry and additional information review options. (See the [ListCaller on the Web](#) section).

This section defines procedures for list management activities using the telephone.

1. Review an existing list (1)
 - i) Enter a 2-digit list number, or press 0 to hear an index of your lists.
 - ii) Following a summary of the list, the name and/or phone number of each member is played. To obtain a list of options to take for any list, Press 0 before the next list entry is announced.
 - iii) To quit and return to the menu, press * at any time.

2. Create a new group list (2)
 - i) Enter the desired 2-digit list number (10 – 99) or press # and let ListCaller assign a number for your list.
 - ii) Record a descriptive name for this new list after the tone. Press # when finished.
 - iii) Enter the phone number and record the name of each list member.
 - iv) Press # after the last entry (after you are prompted for the next phone number).

3. Modify an existing list (3)
 - i) Enter a 2-digit list number, or press 0 to hear an index of your lists.
 - ii) Following a summary of the list, select from a menu of options.
 - iii) To review the members of this list, press 1 (similar to #1 above)
 - iv) To add new members to the list, press 2.
 - v) To re-record the name of the list, press 3.
 - vi) To quit and return to the menu, press * at any time.

4. Delete a list from the system (4, hidden option)

Enter a 2-digit list number and confirm that you want to erase the list.

Use this option carefully. You may have messages scheduled and waiting to be delivered that reference the list. Deleting the list can mean you cannot check the status of the message by referencing the list itself – since you just deleted it!

Other Options

(Main Menu - 4)

The following administrative functions are available using the “Other Options” menu:

1. Enable message notification (*feature not yet available*)
2. Change your passcode (numeric value using 4 to 8 digits)
3. Record your name (which is used to announce calls to your message recipients)
4. Pre-recorded messages (review, record and erase them)

Delivery of Messages

Once you set up a message using the ListCaller web site or telephone system, the job of delivering your message begins. This chapter describes how ListCaller delivers your message to the list of recipients you specified, collects their responses (if any were requested) and provides you with status information in real time.


Outdial and Email

Outdial Sequence

Since the primary goal of the ListCaller service is to deliver urgent messages quickly, we emphasize the use of telephone numbers as the primary destination for each recipient. ListCaller uses multiple phone lines to dial lots of numbers simultaneously. It can recognize busy signals, ring-no-answers, and answering machines and voice mailboxes. ListCaller begins calling your list in the order it was entered, and keeps calling until it delivers your message *(or exceeds the maximum number of attempts)*.

Email Feature

If you've entered an email address for a recipient in the ListCaller database, a copy of your message is emailed to the recipient while the ListCaller dials the person's phone number(s). Messages are sent as file attachments to a basic email message (see the sample email message below). Text messages you type into the web site are sent as TXT files, while voice messages that you record over the phone are sent as WAV files. In most email applications, you simply double-click on the attachment to open the file and display or play it.

```
From: ListCaller@e-zone.com
To: jack.sprat@kuflink.com
Cc:
Subject: Open house, Oct 2003
Attachments:  Msg644001.TXT (310 B)
```

```
Message is attached in the following format: ASCII Text
```

If a recipient has more than one phone number in the ListCaller database, and ListCaller encounters a busy signal or a no-answer on the first phone number (Phone1), it calls Phone2. If Phone2 cannot be reached, ListCaller calls Phone3. Finally, ListCaller dials the recipient's Pager number before giving up on this attempt. Depending on the circumstances, the next attempt will occur in 15-30 minutes and continue until the maximum number of attempts is reached.

<p>NOTE: Pagers use is limited to Enterprise-level users who have subscribed to a unique call back number and Secure message delivery.</p>
--

Receiving Messages

After ListCaller dials a recipient's phone number, it waits up to five (5) rings for an answer. If there is no answer, or if the system hears a busy signal, it moves on to the next number for the recipient or moves on to the next recipient. If someone answers the phone, ListCaller announces the call and plays your message (see the sequence sample below).

If ListCaller determines that an answering machine or voice mailbox has answered the call, ListCaller waits for the end of the greeting and plays your message. Of course, if you've requested a response from your recipients (vote, confirm, reply, etc.) ListCaller will NOT leave your message on an answering machine or voice mail system. ListCaller simply hangs up and tries the recipient again later.

Your message will be left on an answering machine ONLY if you specified Normal delivery - the default.

Sample Message Sequence

The following example demonstrates what recipients hear when they answer the receive ListCaller messages:

“There is a message from...[your recorded name]”

[brief pause]

[your message is played]

[option 1: “The person who recorded this message has asked that each recipient confirm receipt after hearing it.”]

[option 2: “The person who sent this message has asked if you are available for this assignment.”]

[option 3: “The person who sent this message has asked that each recipient record a reply in response to the message.”]

[option 4: “The person who recorded this message has asked that each recipient vote Yes or No after hearing it.”]

“You now have several choices...”

“To repeat the message, press 4.”

[option 1: “To confirm that you received it, press 5.”]

[option 2: “To confirm that you are available, press 5.”]

[option 3: “To record a reply, press 7.”]

[option 4: “To cast your vote, press 8.”]

“To request a callback, press 9.”

“To repeat these choices, press the pound key.”

“To end this call, simply hang up or press the star key.”

[no entry or *]

“Thank you for listening.”

[disconnect]

NOTE: : Options 1-4 are mutually exclusive. The recipient hears only the option prompt that corresponds to the response type you requested. If no response was requested, no option prompts are played.

Repeat the Message

If the recipient presses 4 (repeat), the entire message is played again, followed by the menu of options. There is no limit to the number of times the recipient can replay the message.

Call Back

If the person who answers the call is not the intended recipient, they can press menu option 9 to tell the ListCaller to call back later. ListCaller then offers the option for the recipient to specify the best hour of the day to call.

Text To Speech

Text messages entered through the ListCaller web site are converted to **synthesized speech** using TTS technology. While not as friendly as a message recorded in your own voice, this is a quick and easy way to send simple messages to recipients just using the web – without call ListCaller yourself to record a message.

Calling Hours

ListCaller makes calls between the hours of 8 AM and 10 PM Central time, unless a message is marked “Priority: **Urgent Delivery**” when it is sent. Otherwise, no attempt is made to deliver the message outside of these hours.

Secure Delivery

Messages sent with “**Secure Delivery**” can only be heard after the recipient enters a unique Client ID. A recipient’s Client ID is stored with their member record in the Global Directory. Secure Delivery messages play the following prompt after the message sender’s name is announced:

“Enter your personal ID number for message retrieval.”

Client IDs can be from 5 to 15 digits in length and must be unique for each recipient. Employee numbers or social security numbers make good Client IDs. The Client ID is also used to retrieve messages when responding to a ListCaller page and using your company’s call back number (Enterprise-level users only).

Responding to Messages

You may request that recipients of your message respond in one of several ways. As described above, recipients are made aware of your request for a response after they listen to the message. Depending on the type of response requested, the recipient hears the following:

CONFIRM

“To confirm that you received [the message], press 5.”

Confirmation of delivery is like signing for a letter. The recipient presses 5 to signify that he/she has heard the message.

STAFF

“To confirm that you are available, press 5.”

Staffing calls typically involve requests for one or more employees to report to work. Your message typically describes the activity or job that is “open” and includes such details as dates and times. Recipients who are available to fill the position would press 5.

For staffing requests, you enter the number of positions that are open. If only one person is needed, then ListCaller makes only one call at a time. If two people are needed, then two calls are made at a time, and so on. Once the number of volunteers available to work matches the quantity requested, no more calls are made. The number of volunteers available is equal to the number of message recipients that press 5, “to confirm that they are available”.

REPLY

“To record a reply, press 7.”

If you would like recipients to record a reply to your message, this option makes it possible. You can retrieve their voice messages by calling ListCaller (from any telephone) and selecting “Check Message Status” (Main Menu option 1). Then select option 2 to get the responses. Each voice message is played in the order received; you may replay and erase them as you go.

VOTE

“To cast your vote, press 8.”

Upon selecting option 8, recipients hear the following prompt:

“If you wish to vote Yes, press 1, to vote No, press 2, to abstain, press 3.”

You may check the results on the ListCaller web site or by phone.

Advanced Features

The availability of some of the following ListCaller features may be limited based on your ListCaller service plan. Other features listed here may have been custom designed for particular customers. This list is intended to give a hint of the vast array of options ListCaller can provide. Please contact us to discuss activating options your service plan may not already include.

- Confirm receipt of message after hearing it
- Vote yes/no/abstain after hearing message
- Record a reply after hearing message
- Staff recruitment (request “nnn” personnel)
- Urgent (priority) delivery of messages
- Secure delivery (requires Client ID)
- Scheduled delivery (future date + time)
- Maximum number of delivery attempts
- Import list from a spreadsheet file
- Pre-recorded messages with/without preface
- Pager activation with callback number
- Global Directory of all recipients who “belong” to a user
- Send a text file to ListCaller FTP site for list processing
- Force login if call received from specific phone numbers
- Segment corporate accounts by Division/Department
- Detailed log of every delivery attempt and the results
- Delivery of computer-generated “variable” messages
- Dedicated toll-free access number, custom web site