

# Remote Phone Access System Pocket Guide

The Remote Phone Access system for Communicate is a feature that enables you to create a phone broadcast by simply calling a number and entering a few options. The only thing that is required is a phone that can dial out – it is for this reason that this system is used most effectively in emergencies. Perhaps the power is out, or there is no internet connection – as long as there is a working phone, you can make a broadcast. The only requirements to use the system are the following:

- You must have a **Phone User ID** and **Phone PIN** code, set in your User Account by a System Administrator.
- You must have **saved lists** under your own User Account in Communicate. You will need to do this *before* using the system.

Below is a pocket guide that you can print and carry with you – in case of emergency, you will be prepared with the steps to use the system.

 **Note:** You can find your Remote Phone Access phone # in the bottom-left of the screen while logged into Communicate, or by calling support.

**Important:** If you are unable to send a broadcast due to restrictions, please contact your System Administrator to adjust your settings if needed. Support cannot change these settings without System Administrator approval.

1 Dial the **Remote Phone Access #:**

A menu will begin with several options. **Press 9** to continue.

2 Enter your **Phone User ID** at the prompt and press pound (#).

3 Enter your **Phone PIN** and press pound (#).

4 **Press 1** to begin recording your default message.

5 **Press any button** to stop recording.

6 After you listen to your recording:

- **Press 1** to **save** it in the system
- **Press 2** to **replay** your message
- **Press 3** if you need to **re-record** your message

7 Choose one of these options to finalize the message options :

- **Press 1** to accept and continue. Or...
- **Press 2** to record your message in **alternate languages** as well, and then continue.

8 **Press 1** to begin selecting **broadcast options** for your message.

9 The names of your saved lists will be read to you. To select the list you want to use for your broadcast, just **press the number of the list** you want to use as indicated.

*Note: if you have more than 9 lists, it will prompt you to press the star ( \* ) key to hear the next set of lists.*

10 The names of your Broadcast Types will be read to you. To select the Type you want to use for your broadcast, just **press the number of the Type** you want to use as indicated.

11 Select the **number of days** you want your broadcast to run. *This is the equivalent of the "Days to Run" option in the web interface.*

12 Choose your **call time** settings :

- **Press 1** to accept the **default** call time settings. Or...
- **Press 2** to **change** the call time settings, and follow the prompts. *There will be two prompts for the start time.*

*The 1st asks for the **numeric value of the time** (e.g. 5-0-0 for 5 o'clock). Enter value and press pound (#).*

*The 2nd asks for the **AM/PM** value. Press 1 for AM or Press 2 for PM.*

- *You will be asked for the same input for the stop time of the broadcast next.*

13 Confirm that your broadcast's information is correct as it is read to you, then **press 1 to submit the broadcast**, or follow the prompts to make any corrections.

**Note:** If you submit your broadcast and then find that there was an error, you can cancel the broadcast using the web interface, or call support for assistance.

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# Questions?

If you have any questions regarding the above, please contact support.

## SchoolMessenger Support Number

**Email:** [support@schoolmessenger.com](mailto:support@schoolmessenger.com)

**Phone:** 800-920-3897

**Chat live with a support rep here:**

[www.schoolmessenger.com/support](http://www.schoolmessenger.com/support)