Changing the Intro Message Guide

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Introduction

You may have the need from time to time to change the intro message, which is the first thing that your recipients hear when they answer your phone broadcast.

Changing the Intro Message

In order to change the intro message, you must first record a replacement message. Then, you must select it in the settings.

Recording the New Message

These intro messages will play before all phone messages. The best intro messages contain a brief greeting and instructs the user to press **1** to hear the message. You should also let recipients know that they can press **pound (#)** to place the call on hold.

Navigate to the **Broadcasts** tab, then click the **Messages** sub-tab.
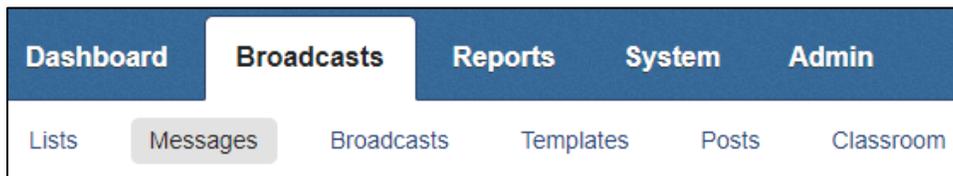
Click **Add New Message**.

Fill out a **Message Name** for your message. You can also add a **Description** of the message if you wish.
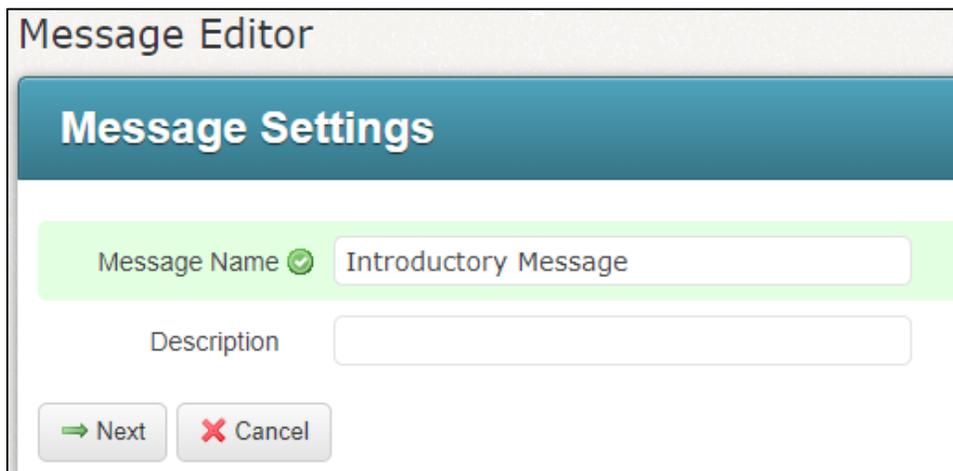

Click **Next**.

In the **Message Content** section, click the grey box next to the **English** option under **Phone**.

Click **Record**.

💡 *Note: You can use Text-to-Speech by clicking **Write** instead if needed, but recording a message is generally recommended.*

Use the **Call Me To Record interface** to record the message. (If you have chosen to use **Text-to-Speech**, type your message here and make sure to preview it first). Refer to online help if you need assistance.
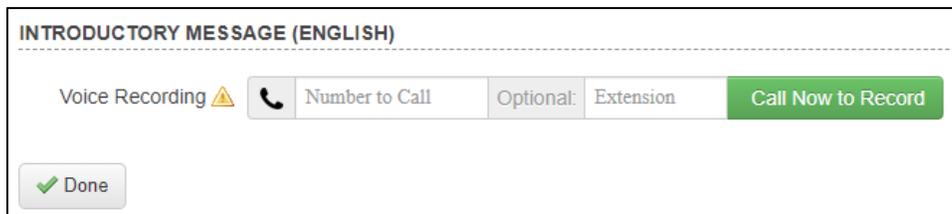
After the recording, click the **Done** button.

You will be taken back to the main Message Editor. Repeat this process for any other languages you wish to record a new introductory message for.

💡 *Note: Keep in mind if using Text-to-Speech that not all languages have compatible Text-to-Speech accents. Also, do not use the ⊕ icon to use the Automatically Translate from English to Other Languages function, as the Message Intro must contain separately recorded or written messages, so each must be done one at a time.*
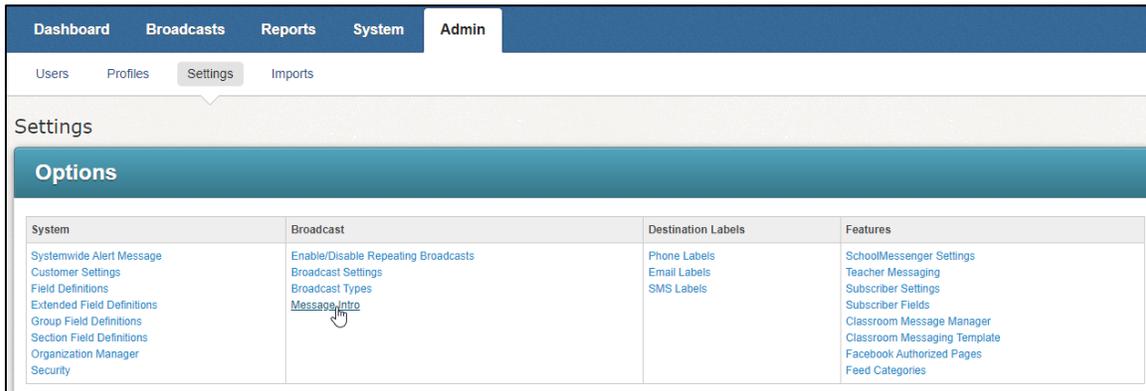
⚠️ ***Warning**: If you need to have a separate intro message for general broadcasts and emergency broadcasts, repeat you can record a separate emergency Message Intro.*

Replacing the Old Message

Now that you have recorded a new intro message, you can replace the old one.

Navigate to the **Admin** tab, then click the **Settings** sub-tab.

Click the **Message Intro** link.

You will now be in the **Intro Settings** section. The first set of drop-downs is for the **Default Intro**, which is for the English language message.

There are a set of two drop-downs for the **General** and **Emergency** Intro types. The rightmost drop-down allows you to select a message from the general database, if applicable. The leftmost drop-down allows you to select a user. If this is done, then the rightmost drop-down will now contain their saved messages. You can select your own account that you used to create the intro messages if necessary to see them here.

Use the drop-down menus to select the appropriate message.
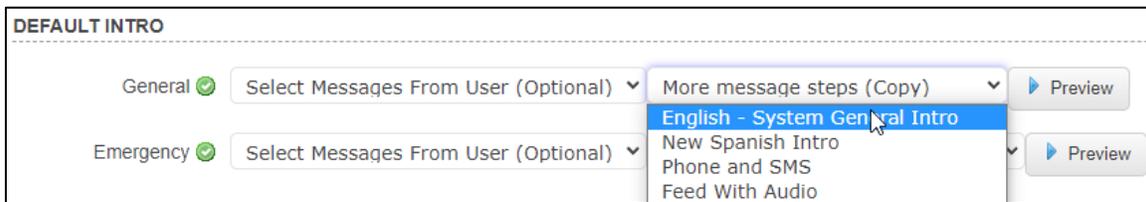
If you had recorded a separate general and emergency intro message, be sure to select the messages accordingly.

If you had recorded separate messages for other languages, or if you have other languages in one message, select the appropriate messages in the Language Intros for each intro.

Make sure to click the **Preview** button to preview on each one to make sure they are correct before continuing.

Click the **Done** button at the bottom to finish.

Questions?

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

SchoolMessenger Solutions Support

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