



How do I change the Intro Message?

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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.

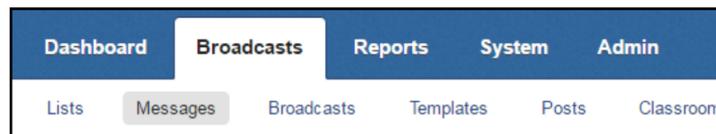
Changing the Intro Message

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

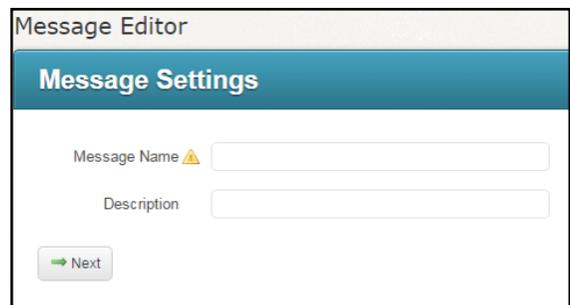
Recording the New Message

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.

1. Navigate to the **Broadcasts tab**, then click on the **Messages sub-tab**.



2. Click the **Add New Message button**.
3. Give the message a name (required) and description (optional). Then, click the **Next button**.



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

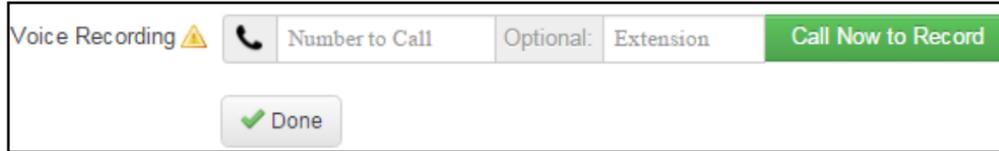


Note: You can use Text-to-Speech by clicking Write instead if needed, but recording a message is generally recommended.



5. 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.

Then, click the **Done** button.



6. You will be taken back to the main Message Editor. Repeat Steps 4 and 5 for any other languages you may need.



Note: Keep in mind if using Text-to-Speech that not all languages have compatible Text-to-Speech accents. Also, do not use the green plus 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.



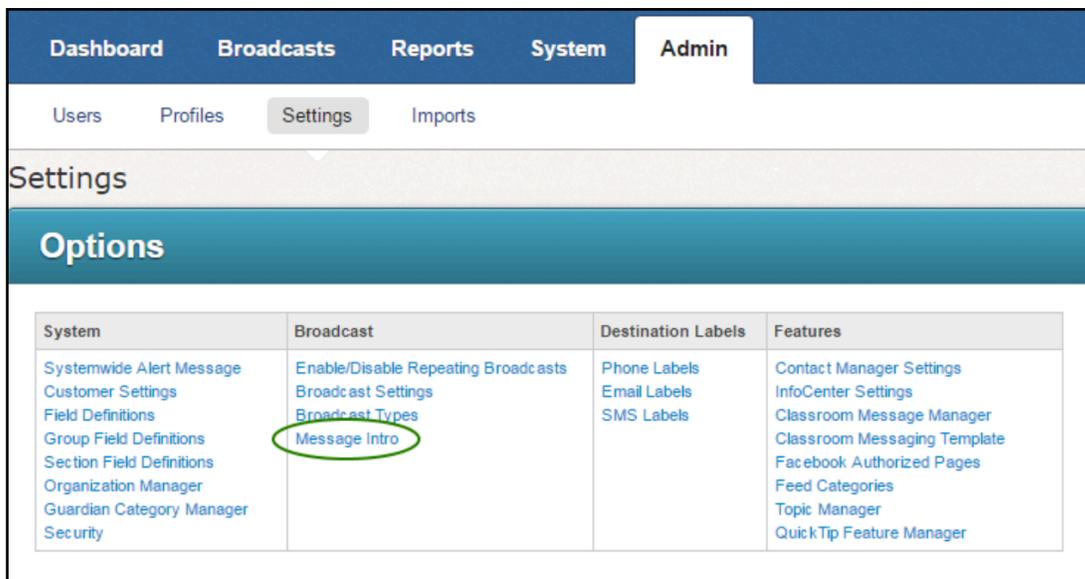
Important: If you need to have a separate intro message for general broadcasts and emergency broadcasts, repeat Steps 4 – 6 and record a separate emergency Message Intro.

7. Click the Done button at the top when finished creating the message. Now your message is saved and you can replace the current Message Intro.

Replacing the Old Message

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

1. Navigate to the **Admin tab**, then click on the **Settings sub-tab**. Click the **Message Intro link**.



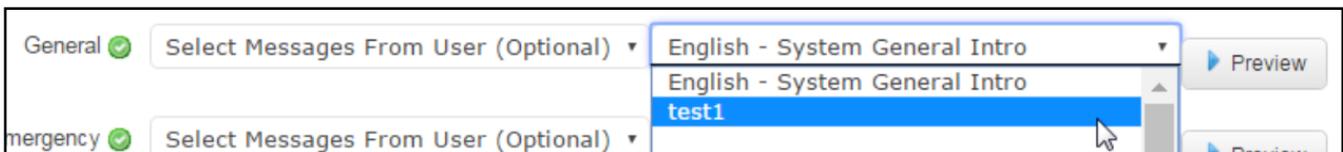
System	Broadcast	Destination Labels	Features
Systemwide Alert Message	Enable/Disable Repeating Broadcasts	Phone Labels	Contact Manager Settings
Customer Settings	Broadcast Settings	Email Labels	InfoCenter Settings
Field Definitions	Broadcast Types	SMS Labels	Classroom Message Manager
Group Field Definitions	Message Intro		Classroom Messaging Template
Section Field Definitions			Facebook Authorized Pages
Organization Manager			Feed Categories
Guardian Category Manager			Topic Manager
Security			QuickTip Feature Manager

2. 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.

3. 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] Intro sections below.
4. Make sure to click the **Preview button** to preview on each one to make sure they are correct before continuing.
 5. Click the **Done button** at the bottom to finish.

Questions?

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

SchoolMessenger Support Number

Email: support@schoolmessenger.com

Phone: 800-920-3897

Chat live with a support rep here:

www.schoolmessenger.com/support