



# Troubleshooting: Non-Contact Receiving Calls

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## Troubleshooting: A Non-Contact was Called

In the event that you run into a scenario where a person that is not part of your System Contacts in SchoolMessenger Communicate reports to you that they have received one of your broadcasts, use the following troubleshooting steps to try to identify and resolve the problem.

Consider the following possible scenarios:

- The person’s phone number may be associated with someone who is a contact in the system.
- At the time of the broadcast, the person’s phone number may have been associated with a contact, but it may since have been corrected or removed.
- The person’s phone number may possibly be set as a forwarding contact via a Call Forwarding service.
- The person’s phone number may be associated with another school district or organization, and the broadcasts they are receiving may be from that school or organization.

You can explore these and other scenarios by using the following troubleshooting guide.

**Note:** Many of the steps in this guide may require System Administrator-level access to the program. If you do not have this access when attempting to troubleshoot, consult your System Administrator. You can also call support who will be happy to help, but keep in mind that support cannot change permissions on any account without System Administrator permission.

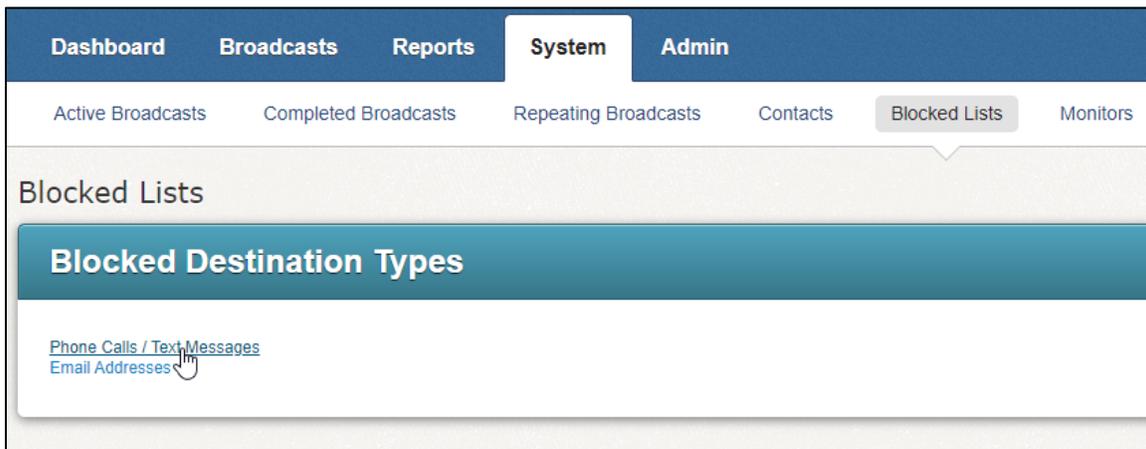
## Adding the Phone Number to the Blocked List

Before continuing with troubleshooting the cause of the issue, you may want to pre-emptively prevent that person from being contacted by adding their phone number to the Blocked List for phone calls. This is not required, but a good idea, especially if it has caused distress.

**Note:** Many common User Profiles have access to add numbers to the Blocked List, but most base-level users do not have the ability to remove them from it. Take care to type the correct number when adding, and if a number was added by mistake, consult a System Administrator to have it removed, or call support if you have access but do not know how to do so.

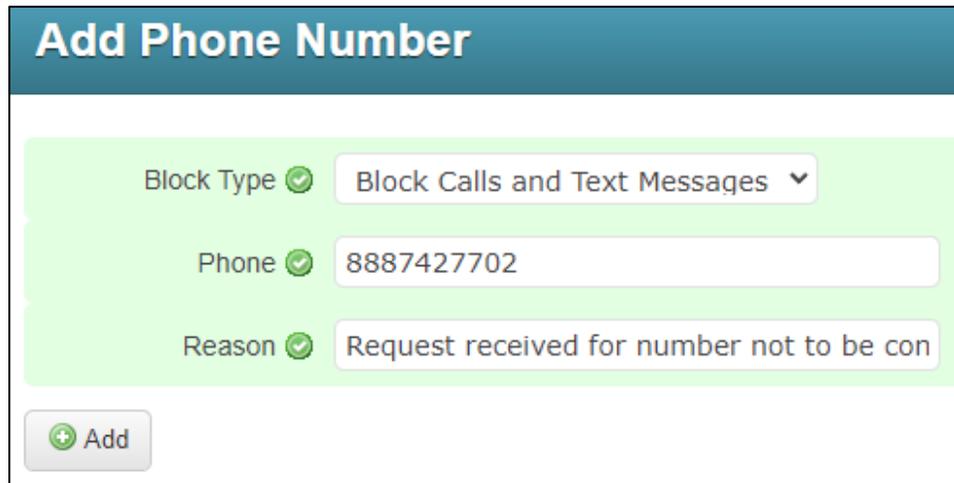
## How to Add a Phone Number to the Blocked List

Navigate to the **System** tab, then to the **Blocked Lists** sub-tab.



Click **Phone Calls / Text Messages**. It may just say Phone Calls if you do not have SMS enabled.

You will see two main sections. The first is **Add Phone Number**. In that section, make sure the **Block Type** drop-down includes **Calls**. Enter the phone number in the **Phone** field and enter a brief reason for blocking the phone number in the **Reason** field (for example, Non-contact requested not to be called.)



Click **Add** to add the phone number to the Blocked List.

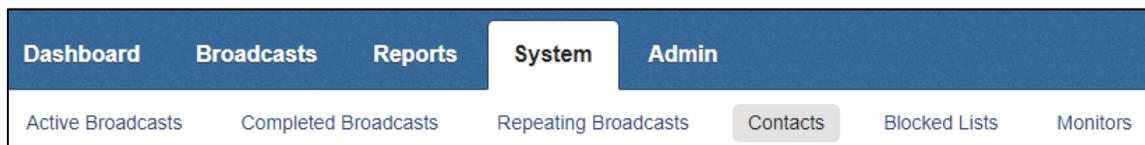
## Checking for Existing Associations

One of the most common reasons for a non-contact to be receiving broadcasts is that their contact information is associated with an existing contact. Usually, this occurs because a phone number was accidentally mistyped when given to you, or the number used to belong to one of your contacts and now does not, but they have not yet informed you of this.

You can easily check your contact records to see if the number is associated with any existing contacts.

## How to Check for Existing Associations with your Contacts

Navigate to the **System** tab, then to the **Contacts** sub-tab.



Here, you will have several options for searching for contacts. Choose **Search for Person**, and enter the phone number in question.

### Search Options

Search Options

Search by Rules  
 Search for Person  
 Show All Contacts  
 Search by Sections

Search

Search

Click **Search**.

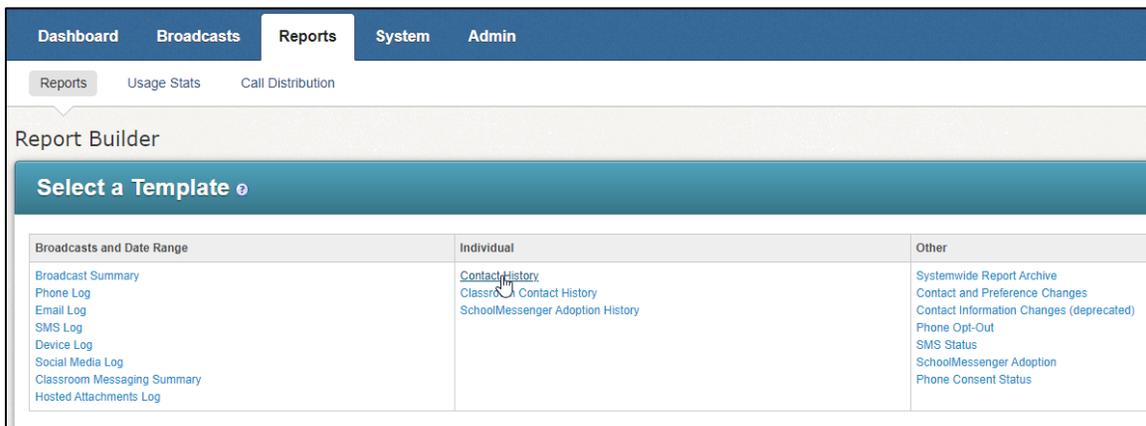
If no contacts display, that means that there are no current associations with that phone number. This does not mean that the number was not called, necessarily; it just means that no official system contacts have the number in their records at this time.

## Checking for Past Associations

If you cannot find any current associations with your system contacts for the phone number, you can try to search for associations that were present at the time that the number was called.

## How to Run a Contact History Report to Find Past Associations

Navigate to the **Reports** tab and the **Reports** sub-tab.



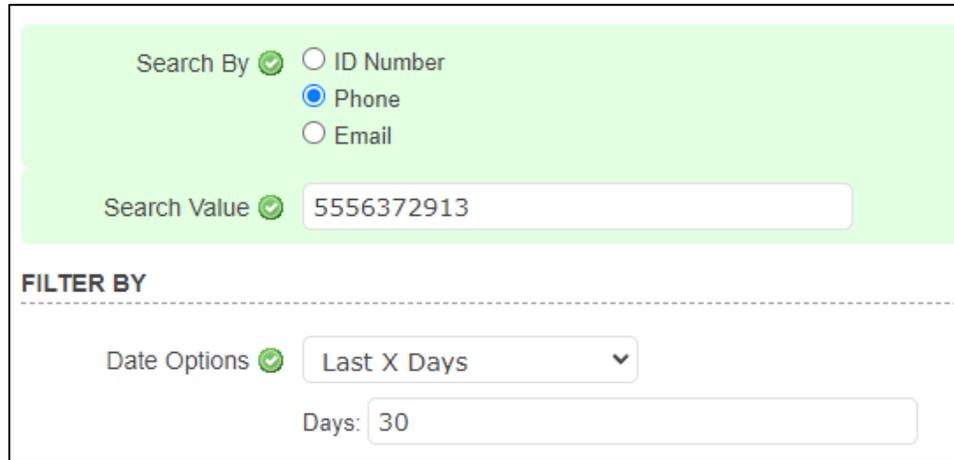
Broadcasts and Date Range	Individual	Other
<a href="#">Broadcast Summary</a> <a href="#">Phone Log</a> <a href="#">Email Log</a> <a href="#">SMS Log</a> <a href="#">Device Log</a> <a href="#">Social Media Log</a> <a href="#">Classroom Messaging Summary</a> <a href="#">Hosted Attachments Log</a>	<a href="#">Contact History</a> <a href="#">Classroom Contact History</a> <a href="#">SchoolMessenger Adoption History</a>	<a href="#">Systemwide Report Archive</a> <a href="#">Contact and Preference Changes</a> <a href="#">Contact Information Changes (deprecated)</a> <a href="#">Phone Opt-Out</a> <a href="#">SMS Status</a> <a href="#">SchoolMessenger Adoption</a> <a href="#">Phone Consent Status</a>

Click **Contact History** under the **Individual** heading.

In the Options screen that follows, select **Phone** from the **Search By** section.

Enter the phone number in the **Search Value** field.

Then, choose **Last X Days** in the **Date Options** field, and enter the number of days in the past you want to search by. You can also search by **Date Range** in that drop-down if you prefer. Make sure the date range or number of days encompasses the date that the person said that they received the broadcast.



Search By  ID Number  
 Phone  
 Email

Search Value

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**FILTER BY**

Date Options   ▼

Days:

In the screen that follows, any associations to that phone number in the date range specified will be listed. If there was only one association, you will receive a basic Broadcast Summary-style report of the broadcasts that were sent to the number within that timeframe. If there are multiple associations, you will first see a list of the associations, and will need to click on one of the links in those fields to get to the Broadcast Summary-style report.

If you find an association, best practice is to check that contact’s current contact information to make sure that the phone number is no longer listed. If the information came from an information system of some kind, be sure to check there as well, as it is the true source and should also be updated.

## Call Forwarding Service Possibility

Although fairly uncommon, it is possible that the person is receiving the broadcast because their number is listed as the forwarding number for a phone number that is currently in your system under one of your contacts. When this happens, it is generally because a family member or other acquaintance decided to forward such calls to the number but may not have informed the person that they were doing so.

Unfortunately, there is no way to check into this on the Communicate end, or on the school or organization’s end. Even adding the number to the Blocked List as aforementioned will not work, because it only blocks numbers directly, and the number that is forwarding the calls is probably not going to be blocked (or even known by either party in most cases).

The only option if this is the case is for the person whose number was called to contact their telephone company or cell phone carrier to troubleshoot the issue. In most cases, the provider will be able to help.

## Checking for Other School or Organization Association

Although unusual, the phone number of the person could be attributed to a contact in an entirely differently school district or organization that is using the program. When this occurs, it is usually a neighboring city, but it can be from anywhere if the number was mistyped or otherwise.

From the perspective of someone using the program, there is no way to check on this, but you can call support, who can assist in checking this possibility from that end.

 **Note:** Unfortunately, there also exists the possibility that the broadcast is originating from another broadcasting program or source entirely, in which case support will be able to determine that it is not in the records for Communicate but would not be able to see which school or organization has the number on file, or what program they are using to send the broadcast.

## Other Possible Scenarios

Along with the other possibilities, there are also some other common scenarios that could explain the person receiving a broadcast.

- There is always a chance that the person that is reporting the erroneous broadcast may have misconstrued a phone broadcast that was actually sourced elsewhere. For example, if you sent out a message regarding school being cancelled due to inclement weather, they may actually have received a call from a local weather station or community service line about school being out and misunderstood it as being from you. To rule this out, try to have them play the message for you and see if it is yours.
- The person may be trying to contact another school or organization about this, and simply dialed the wrong number. This is less likely of course, but to rule it out, make sure you identify your school or organization and make sure they know whom they are contacting for clarification.
- A user may have unknowingly manually typed the phone number into their list when sending the broadcast. The Contact History report as aforementioned should find this but if not, check the Report of the broadcast to find the phone number and identify where it came from, then check that user's lists for the number to rule this out.

## Contact Support

If you've gone through all of the troubleshooting steps, but the non-contact person is still receiving the calls, please call our support line to help troubleshoot the issue. The following information will be needed for troubleshooting:

- The phone number in question
- The date, time, and name of the broadcast
- Who sent the broadcast
- Any other information that may be relevant

Call us at 800-920-3897 or email [support@schoolmessenger.com](mailto:support@schoolmessenger.com). There is also the option to chat with a live technician by clicking the chat link at [www.schoolmessenger.com/support](http://www.schoolmessenger.com/support).

## Questions?

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

### SchoolMessenger Solutions Support

**Phone:** 800-920-3897

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