

# Calltree User Guide



SkyLine  SkyBest



# Account Information

CallTree Account Number: \_\_\_\_\_

CallTree Default Password: \_\_\_\_\_

Website: myphone.skyline.org

CallTree Admin Number: \_\_\_\_\_

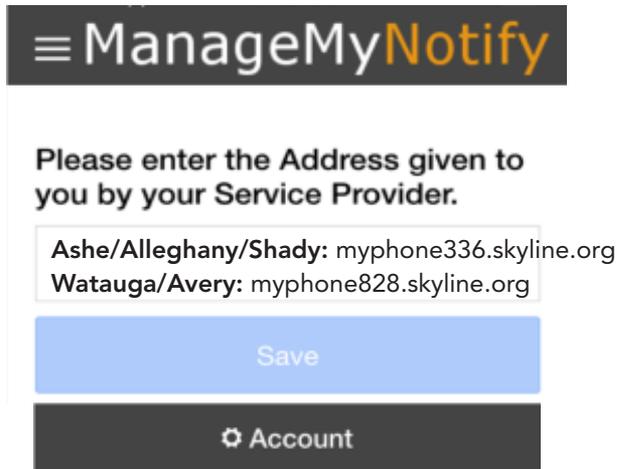
Maximum Number of  
Phone Book Entries: \_\_\_\_\_

App Name: ManageMyNotify



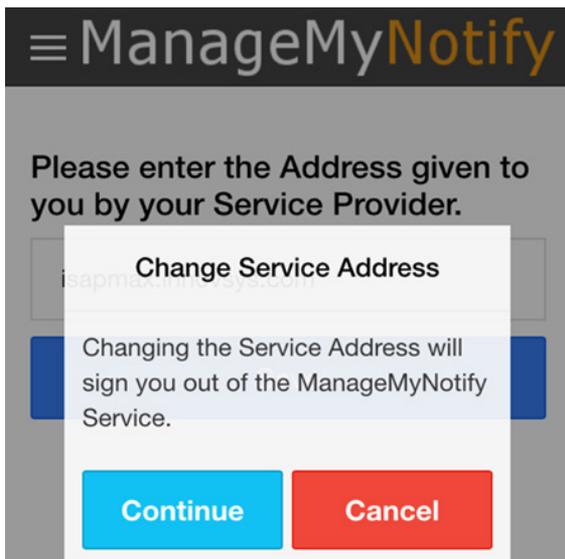
## For Tablets and Smartphones: Load Your ManageMyNotify App from the Google Play Store or Apple Store

Enter the following web address: myphone.skyline.org on your App or PC's web browser and press the Save button.



The screenshot shows the ManageMyNotify app interface. At the top, there is a dark header with a hamburger menu icon and the text "ManageMyNotify". Below the header, the text "Please enter the Address given to you by your Service Provider." is displayed. There are two input fields: the first contains "Ashe/Alleghany/Shady: myphone336.skyline.org" and the second contains "Watauga/Avery: myphone828.skyline.org". Below the input fields is a blue "Save" button. At the bottom of the screen is a dark grey bar with a gear icon and the text "Account".

Next, press the Continue Button.



The screenshot shows the ManageMyNotify app interface with a confirmation dialog. The background is the same as the previous screenshot, but dimmed. The dialog box is titled "Change Service Address" and contains the text "Changing the Service Address will sign you out of the ManageMyNotify Service." Below the text are two buttons: a blue "Continue" button and a red "Cancel" button.

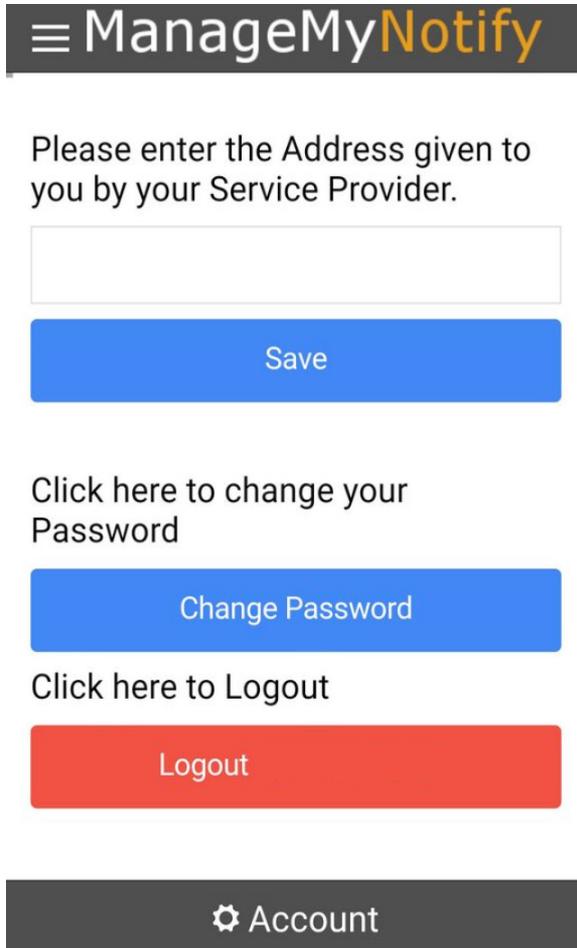
Note: You will only see these two screens on your tablet or smartphone during the initial sign-in. The information will be saved for future use.

## Log Into Web Portal

Enter your User Name and Password and click on Log In to access your Web Portal account.

## Please Enter Your Unique User Name and Password to log into your ManageMyNotify account

Please contact our office to receive your Username and Password



The screenshot shows the ManageMyNotify web portal interface. At the top, there is a dark grey header with a white hamburger menu icon on the left and the text "ManageMyNotify" in white and orange. Below the header, the main content area is white. It starts with the text "Please enter the Address given to you by your Service Provider." followed by a white rectangular input field. Below the input field is a blue button with the text "Save". Further down, there is the text "Click here to change your Password" followed by a blue button with the text "Change Password". Below that is the text "Click here to Logout" followed by a red button with the text "Logout". At the bottom of the main content area, there is a dark grey footer with a white gear icon and the text "Account".

To Open the Main Menu, you can press on the Menu icon.



There are three administrative features to this service. Announcements, Phonebooks and Jobs. **Announcements** are used to manage the announcement audio files that are available to be played for notification calls. **Phonebooks** are used to organize and store your phone numbers, email address and text addresses. The **Jobs** section is used to add, delete, manage and activate ManageMyNotify jobs.

 Announcements

 Phonebooks

 Jobs

 Account

## Phonebooks



Phonebooks are used to organize and store your Phone numbers, Email addresses and Text addresses. From the Main Menu, press Phonebooks to access your current Phonebooks. To create a new Phonebook, press the Add icon  to open Add Phonebook.


 Phonebooks

Enter a Description to create a name for your new Phonebook.

 Add Phonebook

 Description

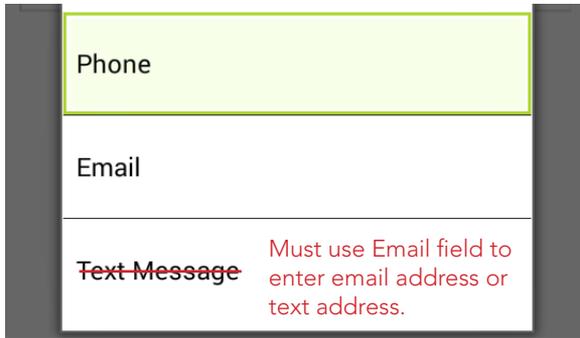
### Email Gateways

You can send messages to a person's Email address. To deliver these messages, you must enter a valid Email address.

### Text Gateways

You also have the ability to send messages via text. You will need to create a separate phone book for these addresses and a separate message must be sent for the text recipients. To send text notifications, you will need to obtain a person's cell phone text address. This address is similar to regular Email and quite often begins with (ten digit #)@xxxwirelessprovider.com.

Next, press the green Add icon  and choose from the drop down options to add your Phone, Email or Text contacts. Phone contacts must include their Area Codes.



Upload multiple contacts at one time with the Cloud button. 

**Cloud Upload**  If displayed, ManageMyNotify allows you to upload files from your internet browser, Cloud or your Mobile App. These files could be Announcement recordings or Phonebook contact entries.

Press the green Check button  to finish adding your contact to the Phonebook.

**Important Note: Individual phonebook entries cannot be edited once updated; however, they can be individually deleted and re-entered.**

### How to Import Batches of Phone Numbers, Email and Text Addresses CSV Spreadsheet File Creation Procedure (suggested)

Data in this format needs to be created using three columns: Column A containing the 10-digit phone number, Email address or text address. Column B can have a description or can be left blank and Column C needs to have the number "0" if it is a phone number and the number "1" if it is an Email or Text Email address. Use the CSV File type when you Save your Notification contact data.

A	B	C
6059997438	scott phone	0
6059997438@vtext.com	scott text	1
scottm@innovsys.com	scott email	1

**Important Note: You must close the newly created file before Uploading into a Phonebook.**

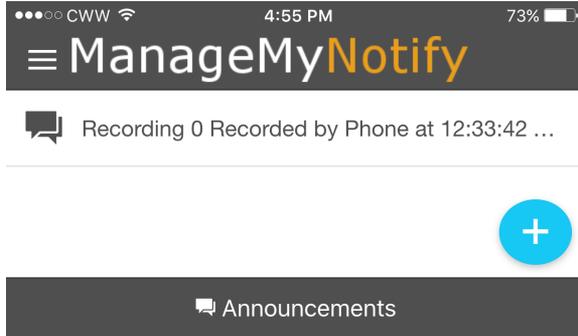
**Download**  All addresses in a phone book can be exported to a CSV, TXT, or XML file by opening a Phone book and pressing the Download button, if displayed. A standard Save As window will be displayed, allowing a file type and location to be specified for the addresses that will be exported. Once the file name and type of file have been entered, press the Save button to complete the file export. All addresses in the selected phone book will be included in the export.

## Announcements

These are the recorded messages that you can send to your Phonebook contacts.

From the Main Menu, press the Announcements button  to access your current Announcements.

To record a new announcement, press the New Announcement icon. 

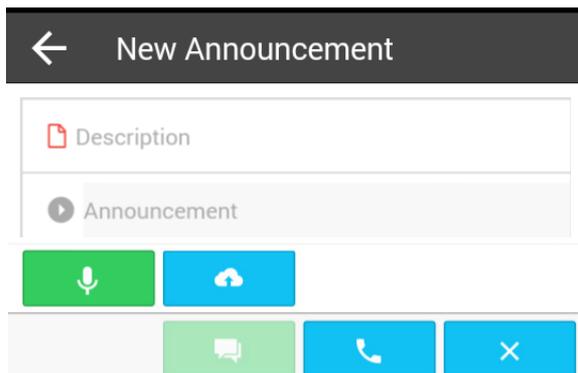


Enter a description for your New Announcement in the Description field.

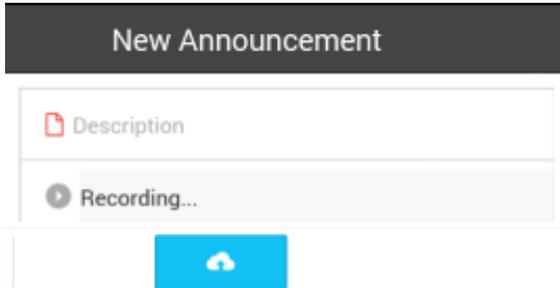
You can Record an Announcement using your mobile device or computer by pressing the Microphone icon, if displayed. 

The Cloud icon,  if displayed, allows you to upload files from your internet browser, Cloud or your Mobile App. Important Note: Audio files stored on a PC must also be saved in the Cloud to be accessible from your mobile app.

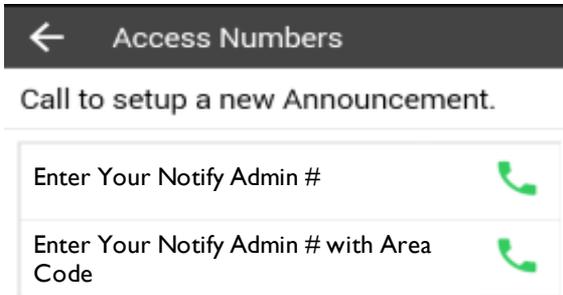
You can also Record by calling the ManageMyNotify Automated Admin Center by pressing the Phone icon. 



When using your device or computer to Record, press and release the Record Microphone icon. 



If you choose to Record from the ManageMyNotify Admin Number, follow the voice prompt instructions to complete your recording.



Press this button  to save your Recording.

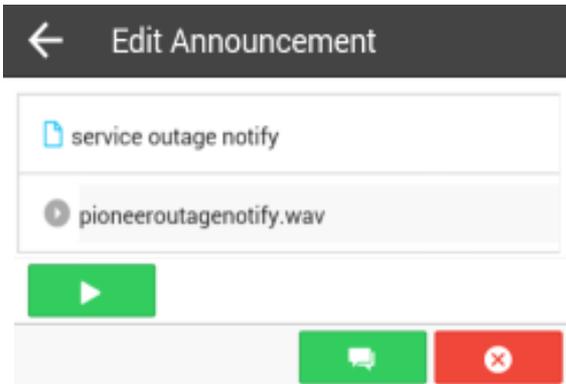
## Editing Announcements

You can edit your announcements by selecting an announcement from your announcement list which will open the Edit Announcement screen.

To listen to the selected announcement, press the Play button.

To change the Announcement description, press the current description and then use your device keypad to type in the new description. Press the Announcement

button  to update the description. To delete this Announcement, press the Delete button. 



## Jobs

The Jobs section is used to add, delete and manage notification jobs.



 City Council Meeting



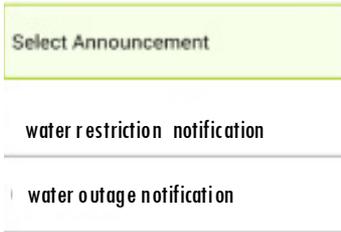
**Important Note!** [You may be subject to FCC requirements to use the Opt Out option if your jobs are purely for sales/telemarketing calls. Failure to do so may violate the FCC Report Order No. 02-278. The FCC requires additional reporting for these types of calls. There are exemptions to this order that include political, non-profit and Informational reminder notifications. Refer to the FCC.gov website and search Order # 02-278 for further guidance.](#)

From the Main Menu, press the Jobs button. This will display completed and scheduled Jobs. You can select any of the Jobs in your list to review details or to delete the Job.

To schedule a new Job, press the New Job phone icon. 

Enter a Description for your Job. Next press the Select Phonebook dropdown menu and choose your Phonebook of contacts that you want to Notify.

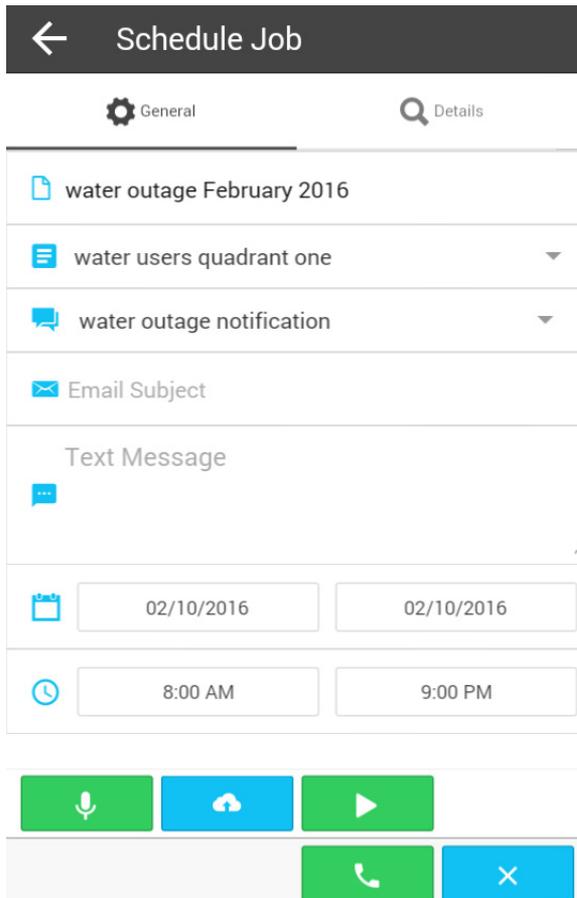
Next, press the Select Announcement dropdown and select the recorded Announcement that you want your Phonebook contacts to hear. If displayed, you can press the Microphone icon  to record an announcement for this Job.



Press the Phone icon  to immediately send out a Notification Job that will deliver your recorded announcement to your selected Phonebook.

## Jobs

There are additional options to administer your ManageMyNotify Jobs by using both the General and Details tabs in the Jobs section.



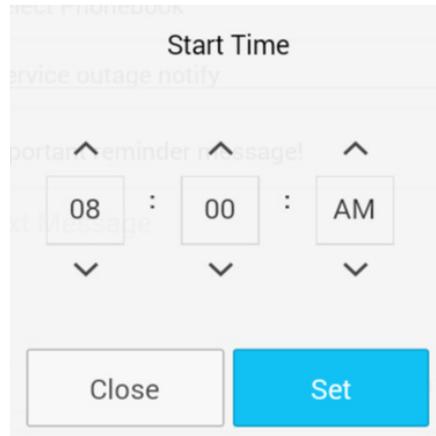
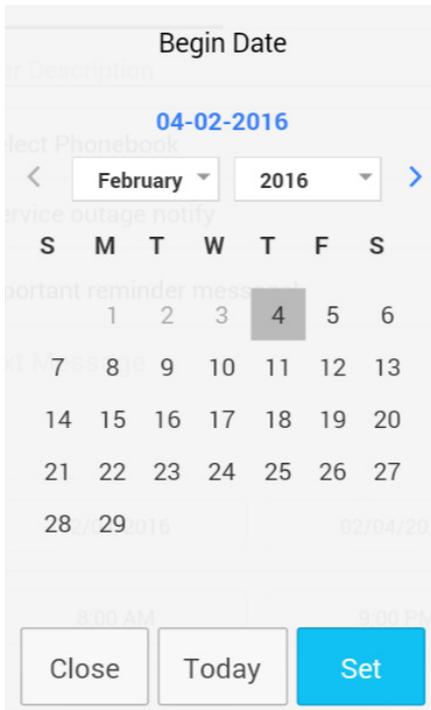
In addition to sending out recorded announcements, the service will also send out email and text notifications. Email notifications can also include an attachment containing a selected Announcement.

To send out an email notification, enter the subject line text you want in the Email Subject field.

The Text Message field is where you can type the message that you want included in either your email or text notification message.

The Calendar and Time fields allow for scheduling of future Jobs. By default, ManageMyNotify will only send out Jobs between 8:00 a.m. and 9:00 p.m. **Please contact our office if there is a need to change those default times.**

You can schedule Notification Jobs in advance by using the Begin Date and End Date calendars. If you want to have your Jobs run during a certain time frame, you can use the Start Time and End Time feature.



From the General section, you can listen to the selected announcement by pressing the Play icon.  Pressing the Phone icon  will schedule or run a Job. The Cancel icon  will exit the Schedule Job screen without saving the Job.

<b>Description</b>	Enter some text describing the job (e.g. "Water Late Pays September").
<b>Select Phone Book</b>	Select the phone book that contains the list of phone numbers and Email/Text Addresses that will be contacted by this job. (e.g. "Water Late Pays")
<b>Select Announcement</b>	Select the announcement that will be played when this job's calls are answered. (e.g. "Late Pay Announcement") If you only want to send a text message or Email with no announcement, select None.
<b>Email Subject</b>	Enter the text that will be displayed in the subject line of notification emails sent to email addresses in this subscriber's phone books. If this field is left blank then the default subject line will be as follows: "Message from [subscriber name]."
<b>Text Message</b>	Enter the text message that will be sent to phone book entries if the address type of the entry is an Email or Text Address (e.g. "Call 555000 asap RE your water")
<b>Begin Date</b>	Enter the day on which this job will begin contacting phone numbers and Email/Text Addresses in the selected phone book.
<b>End Date</b>	Enter the last day on which this job will contact phone numbers and Email/Text Addresses in the selected phone book.
<b>Daily Start</b>	Enter the earliest time of day that a notification job can be run. The default for this setting is 8:00 AM. (Call us to change default)
<b>Daily End</b>	Enter the latest time of day that a notification job can be run. The default for this setting is 9:00 PM. (Call us to change default)
<b>Retries</b>	Enter the number of times (0-5) the job will re-dial each phone number that has not successfully answered a call. <i>Note: Select "0" and the number will be called just once.</i>
<b>Redial Delay (min)</b>	The delay (in minutes) between attempts to reach the same phone book entry in the notification job. Redialing is scheduled if the call is unanswered and is subject to available trunks. Redialing will continue until the notification call is answered or the maximum number of retries is reached. <i>The default is set for a 10 minute redial delay.</i>
<b>Double Redial Delay</b>	Select Yes to double the time between successive redial attempts. Select No to always use the Redial Delay time. <i>The default is set to No (False).</i>
<b>Calls Per Hour Limit</b>	Maximum number of calls a job can make to a phone book within an hour. Enter "Off" to allow unlimited calls per hour. <i>The default is set to "Off".</i>
<b>Minimum Successful Call Time (sec)</b>	Enter the minimum number of seconds the announcement must be played when a call is placed for the call to be considered successful.
<b>Send Email when Job Finishes</b>	Set to Yes to have the CallTree Service send an Email report when this job is complete. Please refer to Page 10 if you need to change or delete the Email addresses where you wish to have the report sent.

<b>Enable Digit Response</b>	Setting this option to Yes will allow the called person to press a digit on the phone in response to the notification announcement (e.g. "Press 1 if you agree, press 2 if you disagree.") The pressed digit will be displayed in the job report Email.
<b>Transfer Enabled</b>	Set to Yes to enable transfer of the call to a phone number or another subscribed service such as Voice Mail when a digit on the phone is pressed. This setting will be disabled if Enable Digit Response is set to No.
<b>Transfer Digit</b>	Choose the digit on the phone that can be pressed to transfer the call. This setting will be disabled if Transfer Enabled is set to No.
<b>Transfer Type</b>	Choose the type of transfer that will occur. Options include Phone Number or Service such as Voice Mail. This setting will be disabled if Transfer Enabled is set to No.
<b>Transfer To</b>	The target of the call transfer. If the Transfer Type is Phone Number then a 10 digit directory number must be entered in the field. If the Transfer Type is Service then a subscribed service like Voice Mail must be selected. This setting will be disabled if Transfer Enabled is set to No and is required if Transfer Enabled is set to Yes.
<b>*Enable Opt Out</b>	Select to Yes to give called numbers the option of opting out of future Notification Jobs. Select No to disable the Opt Out option. <i>The default is set to "No".</i>
<b>*Opt Out Digit</b>	The digit that called numbers can press to opt out of future job calls.

[\\*Please see compliance note on page 9 of this booklet.](#)

## Call Status and Exceptions

These two features can be found in the Scheduled and Completed Jobs section. Call status will give you a report on the status of a contact for a completed Job. This allows you to see if your contact received the Notification message. If the Status is "Idle", that means the notification process has not been completed for that particular Phonebook Contact.

Exceptions are used to manage contacts that should not be contacted if they are found in the Phonebook associated with this job. **Important Note: If you are completing a job that includes an Exception, the start time of the job must be set to a future timestamp to be able to access the Exceptions tab.** To add a job exception, press the Insert button and an Add Exception entry form will be displayed. Select the Address Type (Phone Number, Email or Text), enter a phone number or email address in the Address field, the Description is optional. Press the Add button to complete the entry. Exceptions can be removed by selecting them and pressing the Remove button. Note: Phone numbers or Email addresses/text addresses that are added or deleted from the Exceptions list are not permanently removed from the Phonebook.

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