



RDS Advantage[®]

Tutorial

VOIP Voice Messaging[©]

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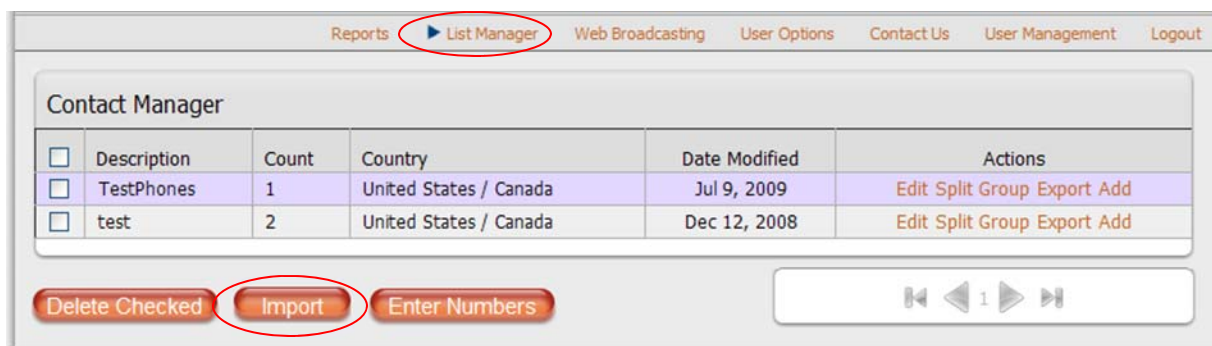
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RDS Advantage VOIP Voice Messaging

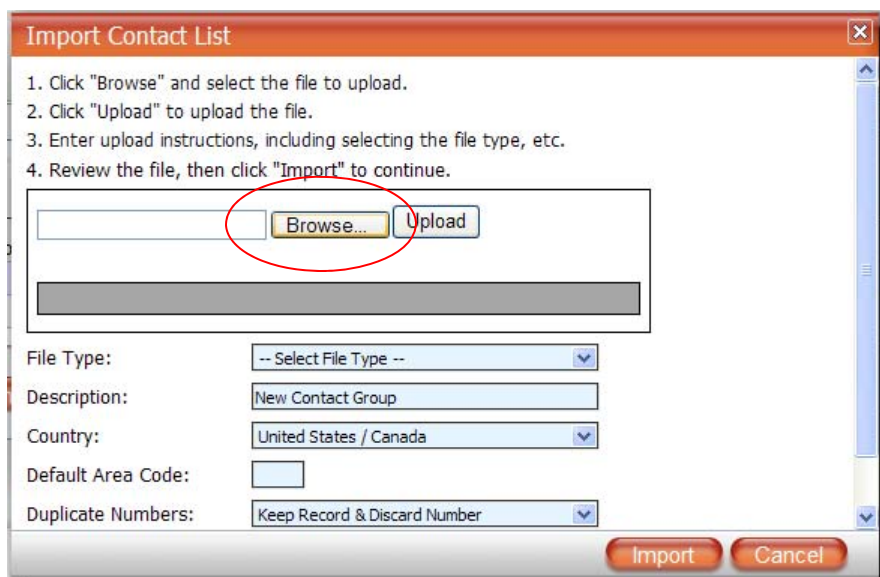
To send voice messages to selected or all persons in your database, choose 'Phone Message,' from the Communications menu in either Member (MR319) or Activity (AC319) Records.

In the MR319 or AC319 window, select those who are to receive your message. When selections are complete click on the 'VOIP' button at the bottom of the window. This creates the file of names and phone numbers to be called, and places you in the VOIP website to enter the VOIP username and password assigned to you by RDS support.

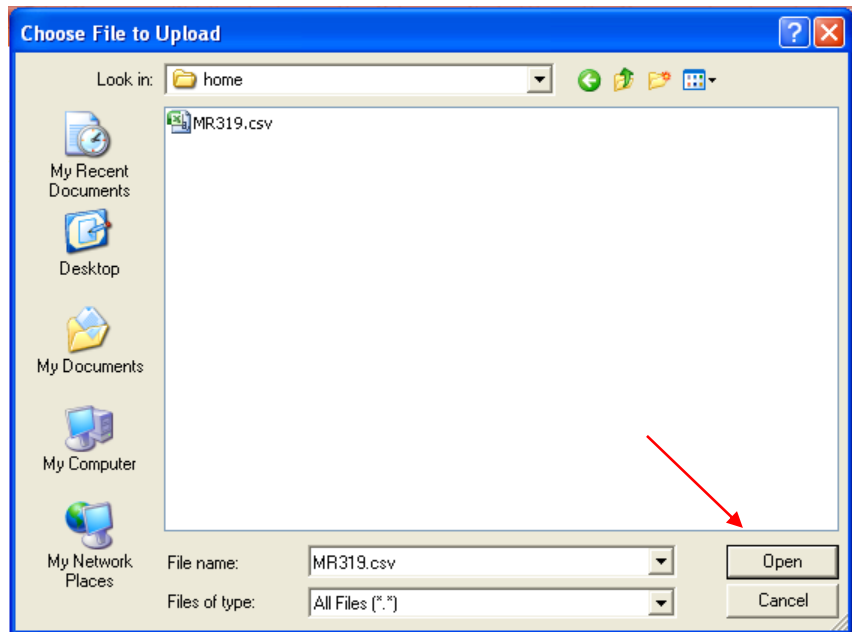
The system will then open the VOIP website to configure how you want your calls to be made.



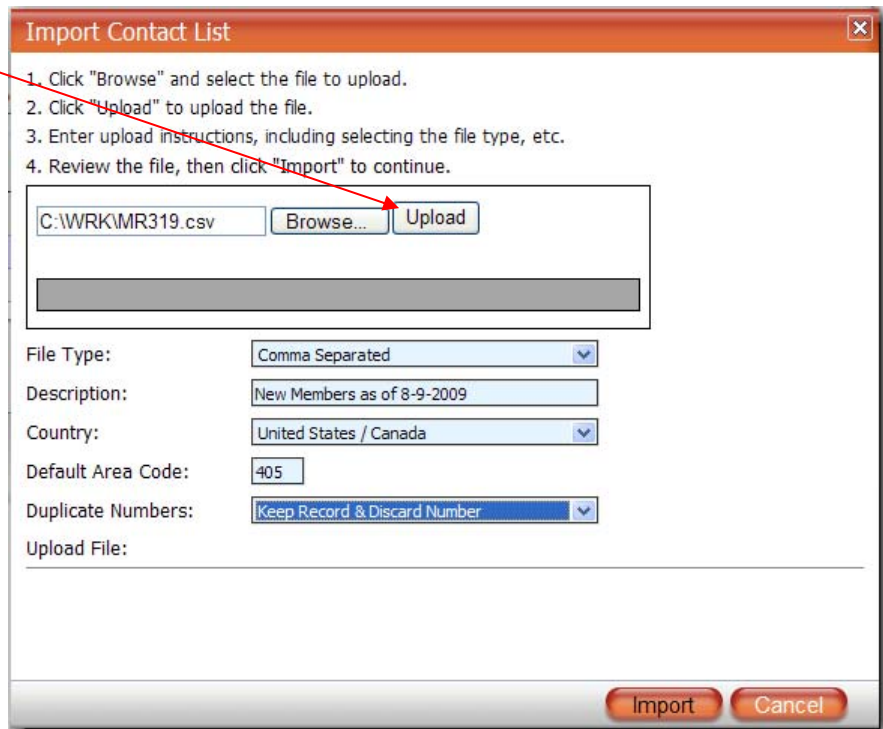
The first time you create a VOIP calling list, browse your directories to select the directory and file. After the first time, the system will remember the path to your VOIP file.



Select the file you created from the RDS Advantage software.



Click on the Upload button.



Import Contact List

1. Click "Browse" and select the file to upload.
2. Click "Upload" to upload the file.
3. Enter upload instructions, including selecting the file type, etc.
4. Review the file, then click "Import" to continue.

Upload Complete!

File Type:

Description:

Country:

Default Area Code:

Duplicate Numbers:

Upload File:
 MR319.csv (application/vnd.ms-excel) [35 KB]

When you see "Upload Complete!"

Fill in the "File Type" and Description of the file you are Importing

Click on the Import Button at the bottom of the window

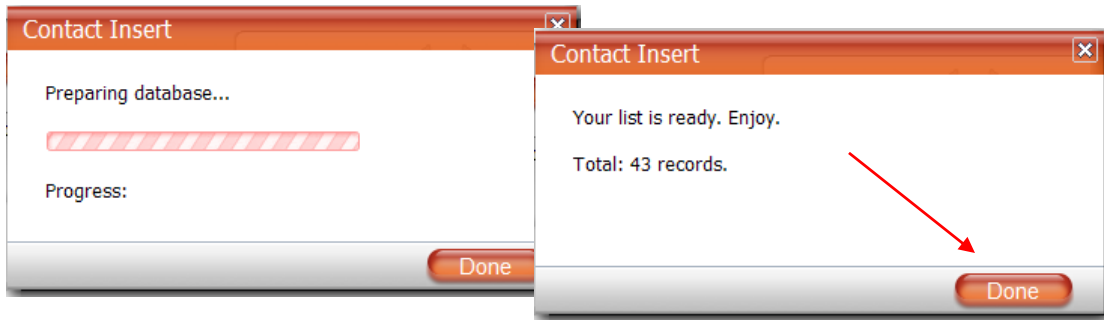
Define Data Fields

1. Ensure that each field has the appropriate heading in the drop down box.
2. Check the first 1 - 5 rows of data listed below to make sure it has been imported correctly.
3. If the first row of data is header information, please check the "Header Row" box so the import tool knows to exclude the row.
4. Press the "Import" button below when ready.

<input type="text" value="Full Name"/>	<input type="text" value="Home Phone"/>	<input type="text" value="First Name"/>
Johnny and Sarah	405-888-9999	Adams
Soosh	405-999-8888	Adams
Joe and Barbara	205-987-7777	Bruno, Jr.
Chuck	405-841-8444	Caldwell
Sam	405-844-8466	Carlton

Header Row

You should see this "Define Data Fields" window.

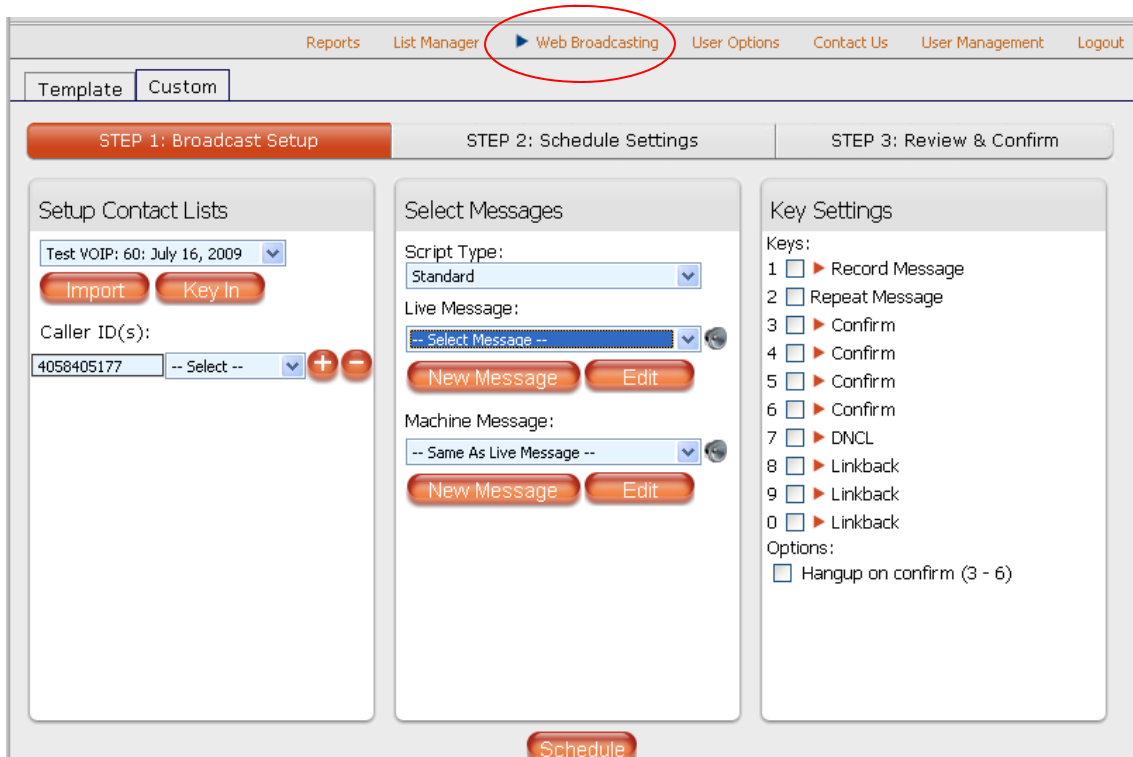


Contact Manager					
<input type="checkbox"/>	Description	Count	Country	Date Modified	Actions
<input type="checkbox"/>	New Members as of 8-9-1009	43	United States / Canada	Jul 9, 2009	Edit Split Group Export Add

You are now ready to use the new list to schedule a broadcast.

1. Click on Web Broadcasting. Select Send broadcast.
2. Click on the Custom tab.

Step 1: Broadcast Setup



Step 2: Schedule Settings

Reports List Manager Web Broadcasting User Options Contact Us User Management Logout

Template Custom

STEP 1: Broadcast Setup STEP 2: Schedule Settings STEP 3: Review & Confirm

Setup Contact Lists

Test VOIP: 60: July 16, 2009

Import Key In

Caller ID(s):

4058405177 -- Select --

Select Messages

Script Type: Standard

Live Message: -- Select Message --

New Message Edit

Machine Message: -- Same As Live Message --

New Message Edit

Key Settings

Keys:

1 Record Message

2 Repeat Message

3 Confirm

4 Confirm

5 Confirm

6 Confirm

7 DNCL

8 Linkback

9 Linkback

10 Linkback

Options:

Hangup on confirm (3 - 6)

Schedule

- Give your message a name, i.e., Bad Weather Feb 23 '09

Message Builder

Message Name: Bad Weather Feb 23 '09

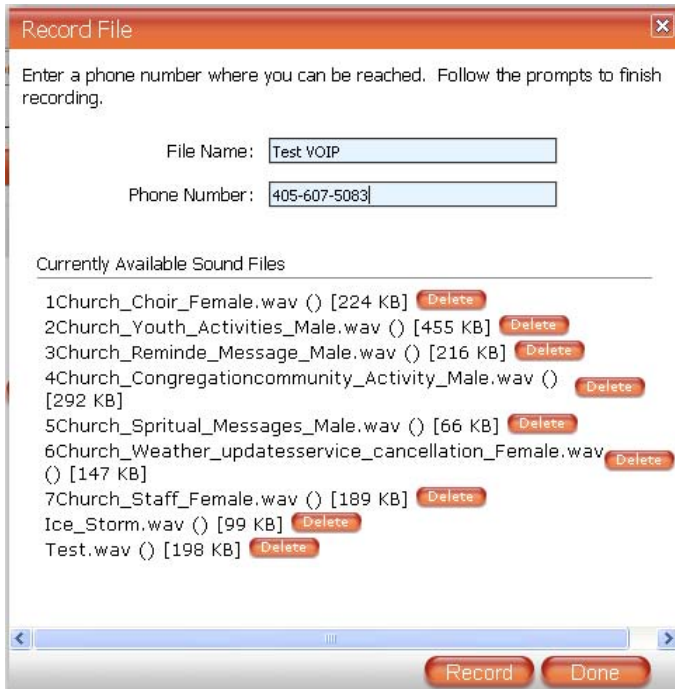
Text to Speech Voice: Crystal

Message Elements

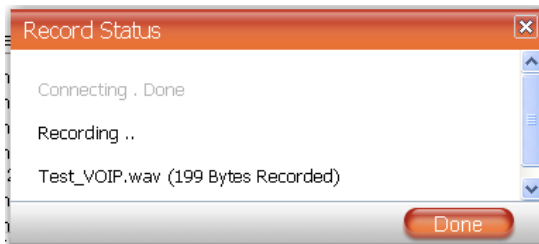
Select Segment Types

Save Cancel Upload Record

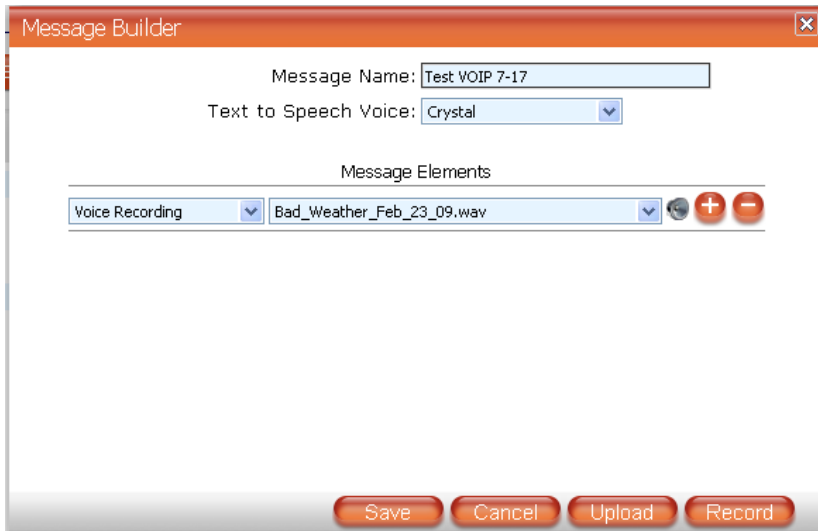
- Enter a file name for your audio file and a phone number where you can be reached.
- Click "Record" and wait for your call.



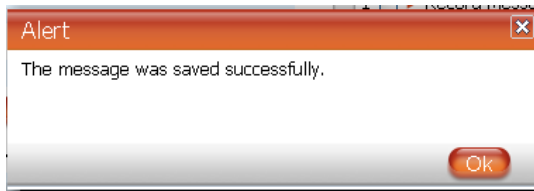
- After you have finished recording, click "Done."



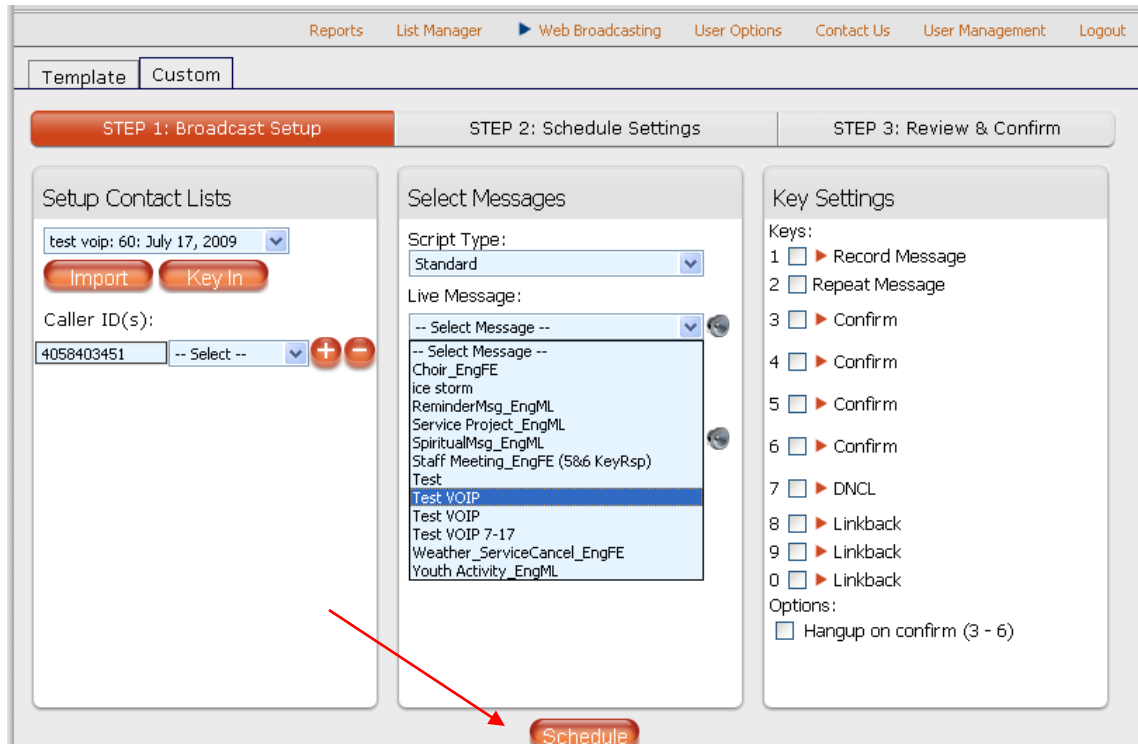
- On the message builder screen choose message elements "Voice Recording" and select your audio file. Click "Save."



You should see this message:



Your message will now appear in your list of messages in the selection window. Select the message you wish to send. Then click on the "Schedule" button:



- Enter start and stop times/dates for your broadcast to begin. Enter sequence settings per record.
- When finished, click "Review."

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STEP 1: Broadcast Setup **STEP 2: Schedule Settings** STEP 3: Review & Confirm

Start

As soon as possible
 On this date: Jul 16, 2009
 Time: 4 : 15 PM
 Zone: America/Chicago

Stop

Until All Calls are Completed
 At this time:
 Time: 9 : 00 PM
 Zone: America/Chicago

Throttle Options

Deliver calls as fast as possible.
 Limit the simultaneous outbound calls to 10

Sequence Settings per Record [Conditional Dialing Examples](#)

Total Number of Sequence Attempts: 1
 Maximum Attempts per Record: 1
 Minutes Between Sequences: 60

Sequence settings determine how many times the system will attempt to contact a record for which there is no answer or a busy signal.

Dial Plan per Phone Number

Call Result	Attempts per Sequence	Total Attempts	Retry Interval	Options
Default	1	Not Applicable	Not Applicable	Edit Remove

- Review and confirm.
- After reviewing all options, on the next screen click “Finish.” Your broadcast will begin at the stated time.

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STEP 1: Broadcast Setup STEP 2: Schedule Settings STEP 3: Review & Confirm

Contact Lists

Contact List Name	Contacts
Test VOIP	60
1 Lists Total	60

Message Details

Name	Listen	Description
Live	<input type="checkbox"/>	Test VOIP
Machine	<input type="checkbox"/>	Test VOIP

Start At	Jul 22, 2009 1:49 PM CDT	Key 1 (Record)	Disabled	<table border="1" style="width: 100%; border-collapse: collapse; background-color: #34495e; color: white;"> <tr><td>1</td><td>2</td><td>3</td></tr> <tr><td>4</td><td>5</td><td>6</td></tr> <tr><td>7</td><td>8</td><td>9</td></tr> <tr><td>*</td><td>0</td><td>#</td></tr> </table>	1	2	3	4	5	6	7	8	9	*	0	#
1	2	3														
4	5	6														
7	8	9														
*	0	#														
Stop At	Jul 23, 2009 1:49 PM CDT	Key 2 (Repeat)	Disabled													
Throttle Out	As Fast As Possible	Key 3 (Response)	Disabled													
Using Global Timezone Restrictions		Key 4 (Response)	Disabled													
		Key 5 (Response)	Disabled													
		Key 6 (Response)	Disabled													
		Key 7 (DNCL)	Disabled													
		Key 8 (Linkback)	Disabled													
		Key 9 (Linkback)	Disabled													
		Key 0 (Linkback)	Disabled													
		Key #	Disabled													
		Key *	Disabled													

Sequence Settings

Broadcast Sequence Settings

Total Sequence Attempts	Total Call Attempts	Retry Interval	Terminator
1	1	Not Applicable	Connected

Call Sequence by Result

Result	Total Attempts	Attempts per Sequence	Retry Interval
Default	1	1	Not Applicable

Sequence Order: First Number Only

Home Phone

Finish Cancel