Manuals+ — User Manuals Simplified.

ManageMyNotify Mobile App and Web

SURRY COMMUNICATIONS ManageMyNotify Mobile App and Web User Guide

Contents

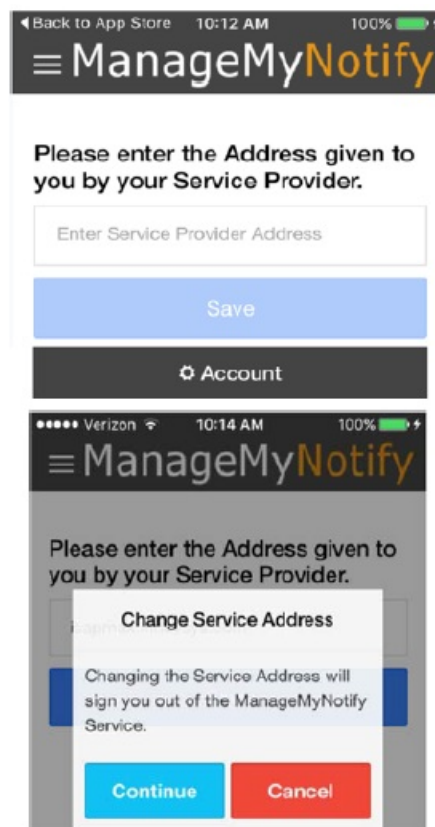## SURRY COMMUNICATIONS ManageMyNotify Mobile App and Web

Instructions for use

For Tablets and Smartphones Load Your ManageMyNotify App from the Market or Apple Store
Enter the following web address **https://myphone.surrytel.com/Notify/** in your App and press the Save botton
For PC enter the web address in your PC's browser bar* and when it opens press the Save button.

- Next press the Continue Button
- ManageMyNotify Service is fully functional/ with Google Chrome, Microsoft Edge and Mozilla. limited functionality with Internet Explorer and Safari.
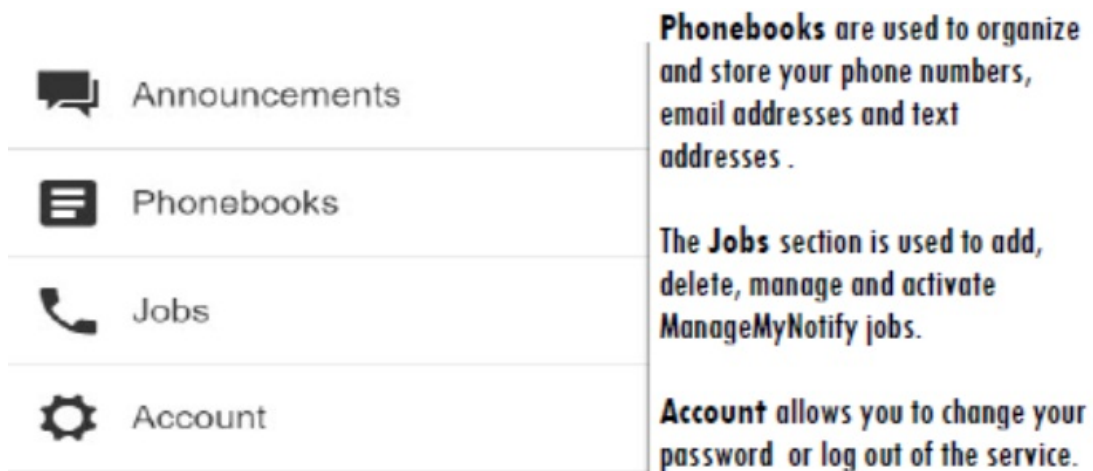
Login to ManageMyNotify
Please Enter Your Unique User Name and Password to login to your ManageMyNotify account

- To Open the Main Menu you can: Press on the area circled in Red.
- There are four administrative features to this service: Announcements, Phonebooks, Jobs and Account.
- 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 addresses and text addresses .

The **Jobs** section is used to add, delete, manage and activate ManageMyNotify jobs.

Account allows you to change your password or log out of the service.

Function

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 Blue + button to open the Actions window and select Add Announcement.
- Enter a description for your New Announcement in the Description field
- You can Record an Announcement using your mobile device or by pressing the Microphone button if displayed.
- The Cloud on if displayed allows you to upload a pre-recorded announcement from your Computer.
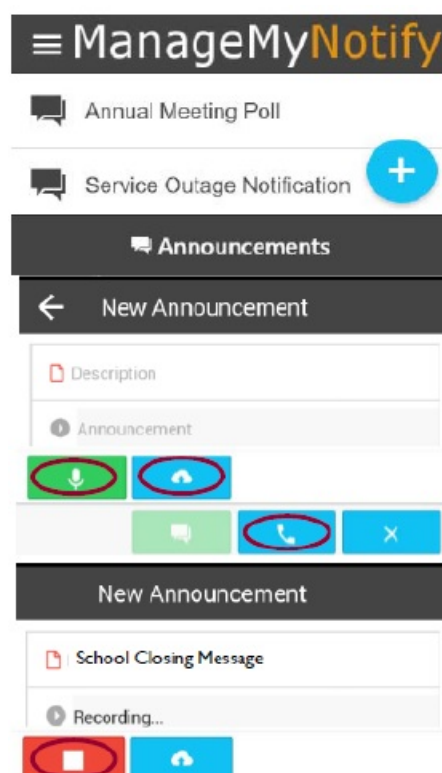
Access Numbers

Call to setup a new Announcement.

Enter Your Notify Admin # Number	📞
Enter Your Notify Admin # with Area Code	📞

- When using your deuce or computer to Record press the Green Mic button. Press the Red button when you have finished recording your message- Press this button to Save your Recording
- You can also call the Admin (enter to record your announcement. Press the Phone button for a list of Access Numbers.
- If you choose to Record from the Admin Number, follow the voice prompt instructions on page 5 to complete your recording.

Announcement Phone-In Recording

Logging In

- If you plan on using a telephone to record announcements for your notification ios you can call the administration number that can displayed by pressing the Phone icon with will open an Access Numbers window. Calling in you will be asked to enter your subscriber II) (your 10 digit pawned number xxx-xxx-xxxx) Once the subscriber II) has been entered, the following prompt will be heard: "Please enter your password. "Enter your password (the default is W)
- Once YOU have logged in, if there are no recorded announcements in your library you will hear: "You currently have no active announcement" prior to hearing: 'Announcement Menu"
- "Announcement Menu, Press I to play your Announcement, Press 2 to re-record your Announcement, Press 3 to delete this Announcement, Press 5 to pick a new Announcement, Press 8 to change your Password. Press 0 to hear these instructions again.
- You have the option of recording up to 20 notification announcements, using the Pick a New Announcement (5) option "Please enter your announcement number," and using your phone pad select a number for your announcement from "0-19"- If the number you select has no previously recorded announcement the prompt will say, "You currently have no active announcement, Announcement Menu- Press I to play your announcement. Press 2 to re-record your announcement. Press 3 to delete this announcement. Press 5 to pick a new announcement. Press 0 to hear these instructions again
- Once your announcement has been recorded, the announcement will have a date and timestamp which you can rename from the Edit Announcement window.

Editing Announcements
You can edit your announcements by selecting an announcement from your announcement list which will open the Edit Announcement window.
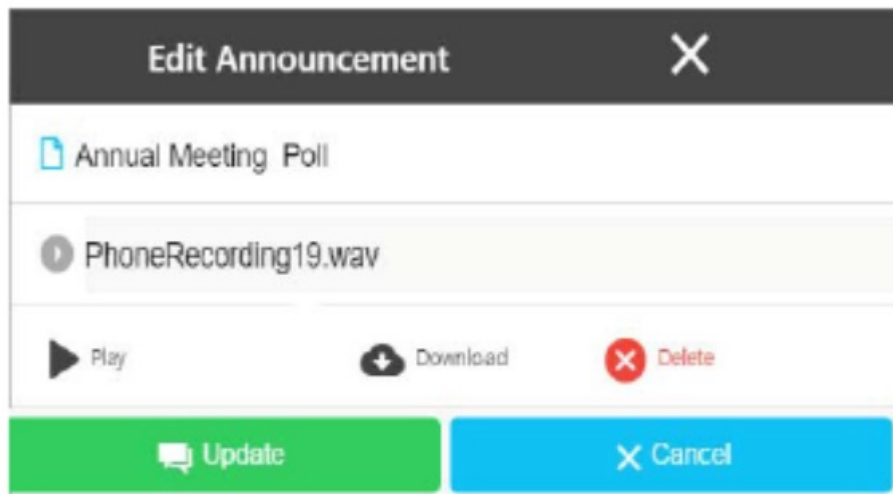
To listen total selected announcement press the Play button- To change the Announcement description press the current description and then type in the new description. The Download button allows you to save a copy of your recorded Announcement. To Delete this Announcement Press the Red Delete button. Press the Update button to update the Announcement-

Description

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 Blue + button and select the Add Phonebook option.
- In the Description field create a name for your new Phonebook.
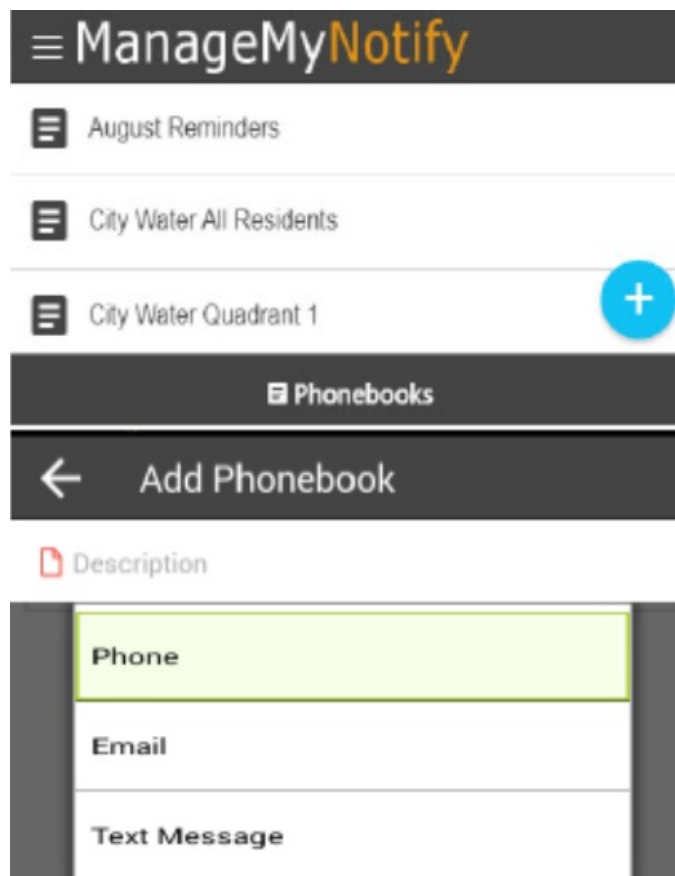
- Press the Green Add button and choose from the drop down options to add your Phone, E-Mail or Text

Contact. If Text Message is not displayed, please contact our office if you want to activate this feature. Phone contacts must include their Area Codes.

- Upload multiple contacts at one time with the Cloud button.

Press the Green Check button to finish adding your contact to the Phonebook.
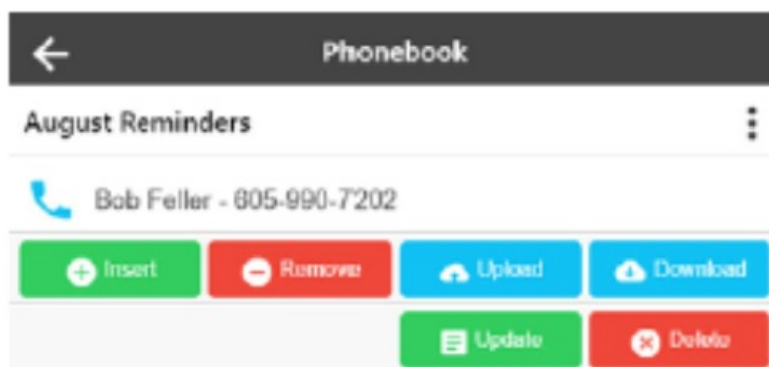
 Editing Phonebook Contacts

- Open a Phonebook and click on a contact to open the Edit Phonebook Entry window. Clicking on any of the three fields will allow you to change the type of notification (Phone, Email or Text message), the contact phone number or the name of the contact.
- Click 0K once the edits have been made. Click Update to dose the entry and save the new changes in the Phonebook.

Editing Phonebook Contacts
Press the Remove button and then select the Trashbin if you want to take a contact out of your Phone- book.
Press Delete to Remove a Phonebook. Press Update when you have finished your Phonebook Edits.

Jobs

- The Jobs section is used to add, delete, and manage notification jobs.
- 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 re- view details or to delete the Job. To schedule a new Job press the Blue + button to open the Actions window and select Add Job.

- To schedule a new Job press the Blue + button to open the Actions window and select Add Job.

Quick Job Feature (Red Icons)
Create a Name for your new Job in the Enter Description field, Select a Phonebook, Select an Announcement, press the Phone button and your Job will start immediately!

Operation for Scheduling

Jobs **and Scheduling**
Enter a Description for your Job. Next press the Select Phonebook dropdown menu and choose the Phonebook of contacts that you want to Notify. Next press the Select Announcement dropdown and select the recorded Announcement that you want your selected Phonebook contacts to hear- If displayed, you can press the Microphone button to Record an announcement for this Job-

- Use Upload to add a new announcement for this Job. Once an Announcement has been selected a Play button will allow you to listen to the Announcement.

- You can enter an Email Subject line if you are sending Email notifications.

- For Text Notifications enter the text message that you would like them to receive.

- Use the Calendar field to set specific Job Start and End dates- You can also use the Time field to select the time range that you would like the Job to run. Press Set to complete your selections.

- Press the 0k Phone button to schedule or send out the Notification Job to your selected Phonebook

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

Jobs

There are additional options to administer by using the Details tab in the Jobs section.

Details

The Details section provides additional features for your ManaqeMyNotify Jobs that affect call notification attempts as special response options for your notification contacts. When set this service up with us we created certain defaults to meet your needs so that you would not normally need to adjust settings in the Details section. The glossary below explains the functions

- **Retries** Delay Enter the number of times the job will re-dial etch phone number that hos not successfully answered c cell- Note: Se/ed "C" and the number vi//be tc//edivsfonce

  Delay Imin) YOU can select in minutes the amount of time you want the service to wait before it attempts to redial Phonebook contacts who haven't successfully received the recorded announcement.

  Double Delay YOU can double the Redial Delay time between every attempt related to the Radicle feature by selecting Yes .

- **Min** Time (set) Enter the minimum number of seconds the announcement must be played when a call is placed for the call to be considered successful. This number should closely match the length of your Announcement if YOU want them to hear the entire notification message.
  Email Set to Send When Complete to have ManaqeMyNotify send can Email report when this job is complete. To add or delete completion report Email addresses press the Blue + button and select Setup Job Report Email.
- **Response** Set this option to Enabled will allow the called person to press c digit on the phone response to tie notification announcement (e.g. "Press I if you cause, press 2 if you disagree.) The pressed davit Will be displayed in the job report Email. Response must also be Enabled to use the Transfer feature.
- **Transfer123** Set to Enabled to transfer the call to a number or another subscribed service such Voice Mail when a dicit on the phone is pressed. This setting will be disabled if Response is set to Disabled. can have up to 3 different Transfer options.
- **Digit** Choose the digit (0-9) on the phone that can be pressed to transfer the call- This setting will be disabled if Transfer is set to Disabled
- **Transfer Type** Choose the type of transfer that will occur. Optus include Address or Service. This setting will be disabled if Transfer is set to Disabled.
- **To** The target of the call transfer. If the Type is cn Address then c 10 digit phone 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 rewired if Transfer is set to Disabled.
- **Opt** Out Select Enabled to give called numbers tie option of opting out of future ManageMYNotify Jobs. Select Disabled to turn off the Opt 00t option.
- **Digit** Choose the digit on the phone that can be pressed to opt of future ManageMYNotify jobs.

Call Status **and Exceptions**

Exceptions These two features con be found by clicking on any of your Scheduled or Completed Jobs that are displayed when you first open the 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 mes- sage. 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. To add a job exception open a Scheduled Job, select.

Exceptions and then click on the Insert button and an Add Exception entry form will be displayed. Select Phone Number or Email or Text and then enter a Phone Number or Email or Text address. 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 Phone Book.

Cloud Upload
A lf displayed, ManageMyNotify allows you to upload files from your computer into the service. These files could be Announcement recordings or Phonebook contact entries.

How to Import Batches of Phone Numbers, Email and Text Addresses
Spreadsheet File Creation Procedure Data in this format needs to be created using three columns: Column A containing the 10 digit phone number, Email address or text phone number. Column B can have a description or con be left blank and Column C needs to have the number "O" if it is a phone number and the number "1" if it is an Email address or "2" if it is a text phone number.* Use the CSV File type when you Save your Notification contact

data.

Important Note: You must save and close the newly created file before Uploading into a Phone- book

Download
Downloads All addresses in a phone book con be exported to an Excel Spreadsheet file by opening a Phone book and pressing the Download button if displayed.

Use Download to Create a Template Spreadsheet for Your Contacts
To set up a template guide for creating large spreadsheet lists for import into your phonebook use this function after you have added to your Phonebook a single phone #, text or Email ad- dress.

Text Message Notification
You must have your account activated if you wish to send text messages, please contact our office. There may be a fee for sending text messages.
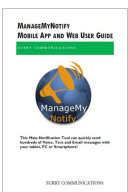
FCC Statement

Federal Robocall Restrictions May Apply!

Important Note! You may be subject to FCC requirements to use the Opt Out option of this service and to record the name of your company in the Preamble Announcement (Introduction Message) if your jobs are purely for sales/telemarketing calls. Failure to do so may violate FCC regulations.

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 Telemarketing and Robocalls for further guidance

Refer to the **FCC.gov** website and search Telemarketing and Robocalls for further guidance.

Documents / Resources

SURRY COMMUNICATIONS ManageMyNotify Mobile App and Web [pdf] User Guide
ManageMyNotify Mobile App and Web, ManageMyNotify, ManageMyNotify, Mobile App and We
b, Mobile App, Mobile Web, App and Web, App, Web

References

- **User Manual**