



## Call Blast Announcement User Guide

Login to <https://callblast.xchangetele.com/login.php>

**Login to Mass Announcement Service**

Account Number:

Password:

This is the main page which allows you to manage your account and contact lists

**This example: Month of November – Sunday only calls between 6:00 pm & 8:30 pm**

The screenshot shows the 'Mass announcement' configuration page. It includes a sidebar with 'Welcome elis@xchangetele.com', 'Lists', 'Reports', and 'Log Off' buttons. The main content area has a 'Contact lists' dropdown set to 'All Parents' and a 'Password' field with '123456'. Below this are fields for 'Name', 'Contact List Number' (set to 1), 'Disable', 'Ringtime' (20 secs), 'Minimum successful call time' (10 secs), 'Maximum attempts per contact', 'Time between call retries' (60 mins), and 'Disable forwarding'. There are also fields for 'Timezone' (US/Eastern), 'Delayed start date' (2012-11-01), 'Stop calling date' (2012-11-30), and 'Permitted calling times' with a calendar grid showing Sunday selected. The 'Audio file' section has a 'Browse...' button and a note: 'Message length 40-50 seconds & repeat main points at end of message'. Below this is a table of contacts with columns for 'Number', 'Name', and 'Disable Contact'. The table lists 10 contacts, each with a 'Remove' button. A 'Save Contacts' button is at the bottom of the table. A red box highlights an 'Upload File Example' with the following data:

Number	Name
9285508217	Judi Student
5103242910	Perry He
2173810645	Towanda Steen

This is the report page which allows you to view activities per contact list

The screenshot shows the 'Mass Announcement Service call report' page. It includes a sidebar with 'Welcome elis@xchangetele.com', 'Lists', 'Reports', and 'Log Off' buttons. The main content area has a 'Contact lists' dropdown set to 'All Field Staff'. Below this is a 'Download call report' button and a table with the following data:

Date	Contacts				Call attempts					End type
	Total	Successful	Retrying	Unsuccessful	Total	Unanswered	Too short	Busy	Failed	
2012-11-15 05:22:47 PM	3	2	0	1	3	0	1	0	0	All retries completed

Below the table is a red note: 'Click on date to open detail report below'. At the bottom, there is another 'Download call report' button and a table with the following data:

Number	Name	Contact Status	Unsuccessful call attempts				Time of last call
			Unanswered	Too short	Busy	Failed	
6467227228	Employee 1	Successful	0	0	0	0	2012-11-15 05:23:22 PM
9175880716	Employee 3	Successful	0	0	0	0	2012-11-15 05:23:24 PM
9179689629	Employee 2	Unsuccessful	0	1	0	0	2012-11-15 05:23:07 PM

