

**Bphone™ USERS MANUAL**

**Small Business Applications**

**Bphone™ Broadcast System**

**REV1.0**

# Bphone™ Broadcast System

The **Bphone™ Broadcast System** is multi-functional and can solve many problems for the small to mid-size business. It can provide a low cost alternative to permission marketing, employee notification and emergency messaging. Your message is delivered quickly and accurately without timely delays. Let your customers or employees know of upcoming events by one simple phone call or quickly provide emergency messages to a wide number of people.

The **Bphone™ Broadcast System** is efficient and does not take up valuable personnel time. Calls can be made automatically to a wide variety of people, and you can track call recipient responses. Find out who is and is not interested in hearing your announcements. Customize your calls according to your phone database.

It is as simple as making one phone call and utilizing an Microsoft Excel spread sheet. You do not have to be trained in new software or spend countless hours in reprogramming your messages.

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## How to Use Your Bphone™ Broadcast System

When you sign up for your Bphone™ number, whether on line or with an authorized Bphone™ representative, you are assigned a number to be utilized as your Bphone Broadcast access number. You also receive a password and a 4-digit PIN (personal identification number). The PIN is initially the last 4 digits of your Bphone™ number. It is a good idea to change your PIN and password online the first time you sign on. Record your password and your PIN on the back of this booklet in the spaces provided for reference for later applications.

### **RECORDING YOUR INTRODUCTORY MESSAGE**

Dial your Bphone™ Broadcast number and record your introduction message after the tone. Be sure to mention in the introduction that the call recipient should press “1” to listen to the main message or “2” to decline the message.

Hang up and repeat the procedure to record your main message.

### **USING THE WEB SITE TO ADMINISTER YOUR BPHONE™ ACCOUNT**

You will need to access the website to continue setting up your broadcast. You can also check your call history, receive reports and reconfigure your voice message anytime online. The Bphone™ web site is [www.bphone.com](http://www.bphone.com). Click on “MEMBER LOGIN” then follow the prompts, entering your Bphone™ number (starting with area code, no hyphens) and then your password.

### **CALL HISTORY:**

Your Call History will appear on this screen. The calls are listed chronologically with the most recent day first. Each call is listed by time of call, caller phone, and name identification.

### **MY ANNOUNCEMENTS**

This screen will have all messages available that have been called in and recorded. Click on the “UPLOAD” button to make sure all the recent recordings have been listed. It is a good idea to

title them according to the message recorded. Please remember to click on the “UPDATE” button when finished.

## **CALL LIST**

On this screen you will see all past broadcasts, as well as their statistics and status. You may remove them or view the detailed report statistics for each. Click on “REPORT” to view the detailed call report.

To initiate a new broadcast, please follow the four steps. An email address must be provided so the call report can be emailed when completed. All names and numbers to be called must be in an Excel spreadsheet with the following columns: the first two rows must be titled NAME and TELEPHONE.

All telephone numbers must have area code and number in the same column. Upload your call list by clicking on the “BROWSE” button and choosing the appropriate file from your computer. Click on “STEP 2” when finished.

The next screen will allow you to pick the introduction message and main message from all voice messages recorded. It is necessary to choose both an introductory and main message. Click on “GO TO STEP 3.”

Follow the instructions on the next page by choosing the days, start time, finish time and any other information requested. Click on one of the two buttons “CALCULATE FINISH” or “HERE” to proceed to the next step. “CALCULATE FINISH” will show you the approximate duration of time; the calls will take to be made starting as the time you have chosen to start.

If satisfied with the results and you want to proceed with the broadcast, click on “ACCEPTABLE”. A summary page will show all results and give you the option to “ACTIVATE CALL LIST” or “CANCEL.” Press “ACTIVATE CALL LIST,” and the broadcast will occur.

## **HELP**

You can find many commonly asked questions under the Help screen. If you do not find the answer to your particular question, you can send Bphone™ Customer Service an email with your question(s) by clicking on “customer support.” You can also call the Customer Support Department at the phone number given. Our Customer Support Department is open 8:00 am to 5:00 pm, PST, Monday through Friday.

## **LOGOFF**

When you are finished viewing your Bphone™ account, you can log out of the system by selecting LOGOFF.