Communication Guide
JCall

714 Ashley Ridge Loop

Shreveport, Louisiana 71106

(318) 868-8000

(800) 509-7070

support@edgear.com

www.edgear.com

Contents

JCall System Settings

Settings are determined by the school district and entered in the Communication Settings under the JCall tab.

"Normal" Call Times

Times for Automated and Event Calls

Monday – Friday:	7:30 am to 8:00 pm (20:00).
Saturday:	11:00 am to 8:00 pm (20:00).
Sunday:	11:00 am to 8:00 pm (20:00).

Calls for Start of the Day Absences:
- Automated calls go out at 9, 10, and 11.

Calls for Late to School, Check outs:
- Automated calls are sent out as they occur.
- If attendance late to school or check out occurs before 8am, held until 8am then released.

Times for Emergency Calls

No limitations. An Emergency call will go out as soon as it is created.

Which Numbers are Called?

Voice and Text-to-Speech calls will attempt to send to the following:
Guardian Cell, Guardian Home
Father Cell, Father Home
Mother Cell, Mother Home
Student Home
Emergency Cell (only in the case of an emergency call).
Emergency Home (only in the case of an emergency call).

SMS text messages will attempt to send to the following:
Guardian Cell, Father Cell, Mother Cell, Student Cell, Emergency Cell (only in the case of an emergency call).

"Work Numbers" are never called.

Entry	Reports	Loaders	Counts
♡ Group Events	♡ ANS Log Report	♡ Group Manager	♡ JCall Reporting
♡ Manage Voice Recordings	♡ Manage Parent Logins		♡ JComm Call Overview
♡ Message Manager	♡ Manage Scheduled Calls		
♡ School Notes		**Trends**	
♡ Staff Event Messages		♡ SPC Frequency Report	
♡ Student Event Messages			

Student / Staff Event Messages

This program will provide the user a way to create and maintain event messages for communication.

Menu Location
Select **Communication > Entry > Student Event Messages** or click on the **Phone** icon at the top right of the screen.

Whether the menu option is used, or the phone icon is chosen, a Normal or an Emergency call can be created to send out to students and staff.

Select either **Normal** or **Emergency**.

NOTE: Only staff members that have permission can view and create **Emergency call(s)**, which is hard coded in the JCall system. These users are Admin (AD and 700), Principals (PR, S0), Assistant Principals (AP), and Superintendent (SI). A 911 call manually cannot be input when creating a new message and is only available through the emergency call button.

Setup Options

Year - Defaults to the current year. A prior year may be accessed by clicking in the field and making the appropriate selection from the drop-down list.

District - Default value is based on the user's security settings. It will be limited to their district only.

School - Default value is based on the user's security settings. If the user is assigned to a school, the school default value will be their school site code.

All Students and Staff - Click to choose all students and staff members. The totals of the students and staff will display below the buttons. Click on the totals to see a roster of the student/staff with other information as well.

All Students - Click to choose all students. The total of the students will display below the buttons. Click on the total to see a roster of the students with other information as well.

All Staff - Click to choose all staff. The total of the staff members will display below the buttons. Click on the total to see a roster of the staff with other information as well.

Student Filters - Click to be able to choose from filters for the students.

Staff Filters - Click to be able to choose from filters for the staff members.

**Schedule Call** - Select if the message is to be scheduled for a future date/time.

Date - Select the date for the message to go out.

Time - Select the start time for messages to start going out.

Stop Time - Select the stop time for messages to stop going out. In Communication Configuration, calls are set for start and stop times for the district as a whole. This will override and allows an earlier time to be selected, if needed.

Next - Click to continue.

Click on the drop-down arrow in the top line for a list of messages to choose from.
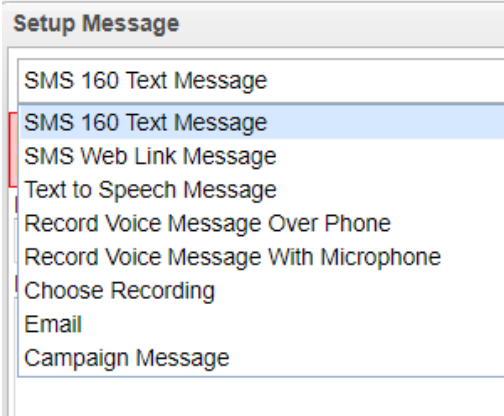
SMS 160 Text Message

Select to send out a SMS 160 Text Message. Each district will have their own 800 series (844, 866, etc.) number for all SMS messages. This will help better relate your district to your parents and show the message is from a trusted source. This also reflects the updated federal guidelines on trusted sources. We have worked with carriers to ensure your district is identified and the messages are not filtered as spam.

```
Setup Message                                                     [X]

 SMS 160 Text Message                                              [v]

 Please enter the message you want to send.
 Messages will be delivered from the following number: (844) 743-0149

 Enter Title :
 [                                                                   ]

 Enter Message 155 characters remaining :
 [ ABC:                                                              ]
 [                                                                   ]
 [                                                                   ]
 [                                                                   ]
 [                                                                   ]
 [                                                                   ]
 [                                                                   ]

 Include Student Cell :              [ ]

 Send Text To Speech Call when no cell : [ ]      Also send email :  [ ]

          [ Previous ]      [ Preview ]      [ Send ]
```

Enter Title - Enter a title for this message.
Enter Message - Type the body of the message in this area to send out. The SMS character limit being sent is 160 characters. As you type in the text, the counter will count down to keep track.
Include Student Cell - This option will send this message to the student's cell phone if one is available.
Also Send Text-To-Speech When No Cell - Check the box to send a Text-to-Speech call if no cell phone is available to receive SMS text messages.
Also Send Email - The user can also send this message as an email.
Previous - Select this option to return to the previous page.
Preview - Select to view the SMS message being sent out.
Send - Select to send the SMS message.

SMS Web Link Message

Select to send out a SMS Text Web Link Message. Each district will have their own 800 series (844, 866, etc.) number for all SMS messages. This will help better relate your district to your parents and show the message is from a trusted source. This also reflects the updated federal guidelines on trusted sources. We have worked with carriers to ensure your district is identified and the messages are not filtered as spam.

Enter Title - Enter a title for this message.
Enter From - Enter who the message is from. Ex: Site code of the school sending the message, etc
Enter Message - Type the message in this area to be send out. Since the user knows that their SMS character amount is more than 160 characters, they will choose this option so it will be sent as a web link.
Include Student Cell - This option will send this message to the student's cell phone if one is available.
Send in Home Language (if available) - Attempts to translate the message text into the Student's Home Language.
Also Send Email - The user can also send this message as an email.
Previous - Select this option to return to the previous page.
Preview - Select to view the SMS message being sent out.
Send - Select to send the SMS message.
Add Attachment - Click on this tab to select file to be attached.

Text-to-Speech Message

Select to send out a Text-to-Speech Message.

Enter Title - Enter a title for this message.
Enter Message - Type the message in this area to be send out.
Send SMS If Cell Available - This option will send a SMS text message INSTEAD of a call if a cell phone is found, but NOT both. The only way to send both a SMS and call would be to set them up separately.
Also Send Email - The user can also send this message in an email.
Send in Home Language (if available) - Attempts to translate the message text into the Students Home Language.
Include Student Progress Center Message - If checked, this option will append the following text to the end of the message. Please visit your district's web based Student Progress Center for more details.
Override Caller ID - Select this option to override caller ID's.
Previous - Select this option to return to the previous page.
Preview - Select to view the SMS message being sent out.
Send - Select to send the SMS message.

Record Voice Message Over Phone

Select to record voice message using a land and/or cell phone.

Follow the instructions in box above.
Override Caller ID - Select this option to override caller ID's.
Previous - Select this option to return to the previous page.
Preview - Select to view the SMS message being sent out.
Send - Select to send the SMS message.

Record Voice Message with Microphone

Select to record a voice message using a microphone.

Title - Enter a title for this message.
Description - Add a description.
Script - This is only optional, but the user can type in in the script here to read from once clicking on Record.
Record - Speak the message into a microphone that has been previously set up to your computer. Using JCampus Mobile, the user can also use their cell phone as a microphone.
Play - Once the message is recorded, the user can play back the message to check for accuracy.
Override Caller ID - Select this option to override caller ID's.
Previous - Select this option to return to the previous page.
Preview - Select to view the recording.
Send - Select to send out the message.

Choose Recording

Select to choose a voice recording to send out.

Play - Play recorded message.
Title - Title of recorded message.
School - School site number.
Description - Description of recorded message.
Manage Recordings - This button will take the user to Manage Voice Recordings for playing, editing, and deleting of the voice recordings.
Refresh - Refresh the screen to see **Campaign** or **On The Fly** messages that have been set up.
Override Caller ID - Select this option to override caller ID's.
Previous - Select this option to return to the previous page.
Preview - Select to view the email message.
Send - Select to send the message. Once **Send** has been selected, a pop-up box will appear with the number of students to send the email to.

Email

Select to send out an email.

Subject - Enter subject of email.

Show Reply Name and Address - Select this option to show the creating user's name and email address in email message.

Enter Message - Type the message in this area to be send out.

To Student - Send this email to student. At least one of the choices has to be checked.

To Single Parent/Guardian - Send this email to only one parent or guardian for the selected students. It will default to the first parent listed in Student Master. At least one of the choices has to be checked.

To All Parents/Guardians - Send this email to all parents and guardians for the selected students. At least one of the choices has to be checked.

Previous - Select this option to return to the previous page.

Preview - Select to view the email message.

Send - Select to send the message. Once **Send** has been selected, a pop-up box will appear with the number of students to send the email to.

Add Attachment - By selecting this option, a popup box will appear. Next, select **Add from JDrive** and it will display the JDrive to where the attachment was saved.

Next a list will appear of all of the student's that will receive the email, along with a popup box reiterating the number of students who will receive the email. Select **OK** for the email to send.

Campaign Message

Select to resend out an 'On The Fly' or 'Campaign Message'.

School - School site number.
Title - Title of message.
Description - Description of message
Create Date - Date and time when the message was created.
Create User - User's name who created message.
Campaign - These are messages that were set up in advance and not on the fly.
On The Fly - These are messages that are set up as they are needed (on the fly) and sent out. A user can resend a previously sent out message whether it is a voice message, Text-to-Speech message, etc.
Message Manager - This button will take you to the Message Manager.
Refresh - Refresh the screen to see **Campaign** or **On The Fly** messages that have been set up.
Override Caller ID - Select this option to override caller ID's.
Previous - Select this option to return to the previous page.
Preview - Select to view the email message.
Send - Select to send the message. Once **Send** has been selected, a pop-up box will appear with the number of students to send the email to.