



CREATING AND SENDING A COMMUNITY CALL

INTRODUCTION

The Community Call feature lets you record a message, then send those as phone calls to all residents or a list. Before using, ask yourself, “How do I intend to use this”? Judicious use of this feature can enhance your communication with residents. Remember, you will have a certain allotment of allowed calls with the purchase of this add-on feature and will be invoiced separately at a higher cost of 20¢ per call when you exceed the allotment.

Therefore, one judicious use of this feature is to send recorded messages only to residents who don't have a smart phone. This way, you can reach them the same way you reach others with text messages using HazardCall's Community Broadcast feature.

During the training, you will set-up such a list and you will receive a link that you will use to install a companion app on your phone's Home Screen.



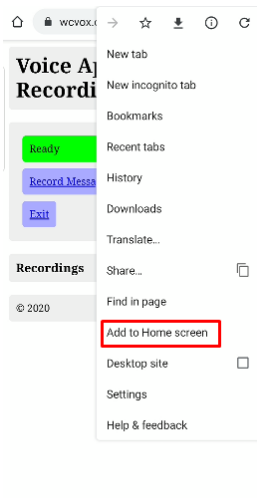
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SET-UP THE COMPANION APP

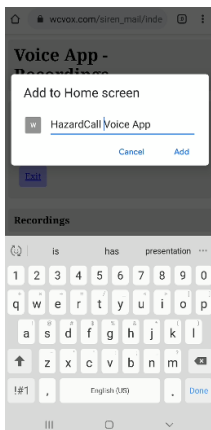
Using the link sent during the training, follow the instructions below based on your phone type:

Install on an Android

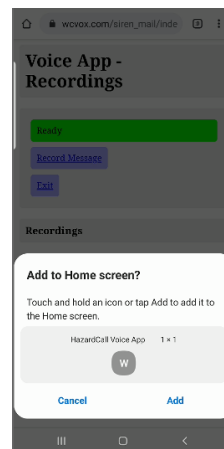
1. Click the link sent during the training.
2. Touch the three dots in the upper right-hand side of the screen, and you will see a list of options. Tap on "Add to Home Screen":



3. Give the app a name you can easily recognize:



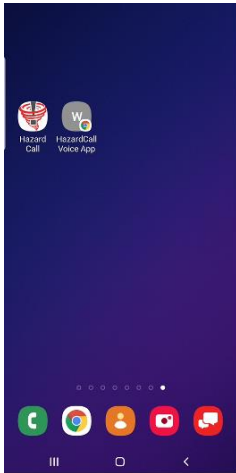
4. Follow the prompts to Add the icon





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5. Organize your phone screen so that the HazardCall Voice App icon is near the HazardCall icon:



Install on an iPhone

1. Click the link sent during the training.
2. Once it opens, this screen appears:



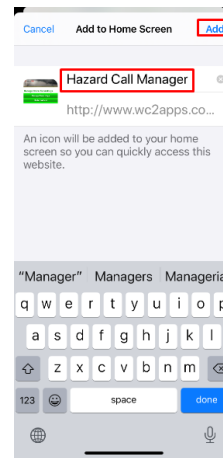
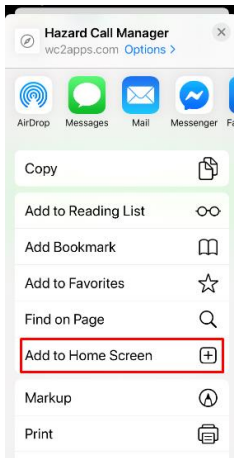
Click the  icon at the bottom of the screen.



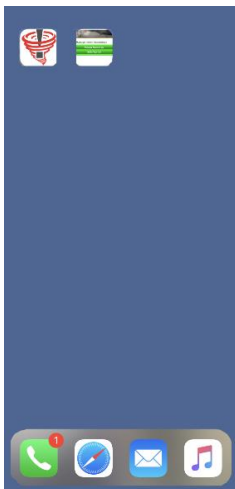
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3. Find the “Add to Home Screen” option (you may need to scroll to see this)

4. Select the ADD button at the top right of the screen. Rename the icon if desired:



Once saved, it will appear as an icon on your phone’s Home Screen. A good practice is to put it on the same page where the HazardCall app appears on your phone.





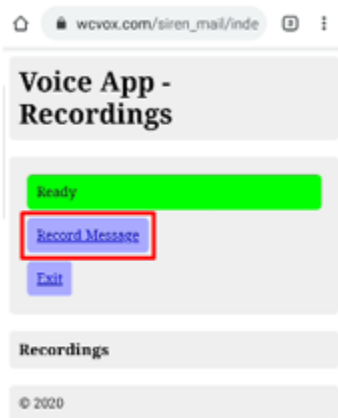
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CREATING A RECORDED MESSAGE

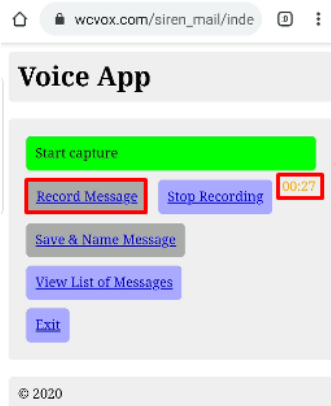
Using this new app, you can create unique messages, or build a library of messages. For example, you could record a generic message regarding a water outage, so that if you need it, you can simply select it and easily send to your Landline list.

It is useful to compose your message in your mind or even write it on paper, so you don't have to do it more than once.

To begin, open the app from the Home Screen on your phone and tap on Record Message:



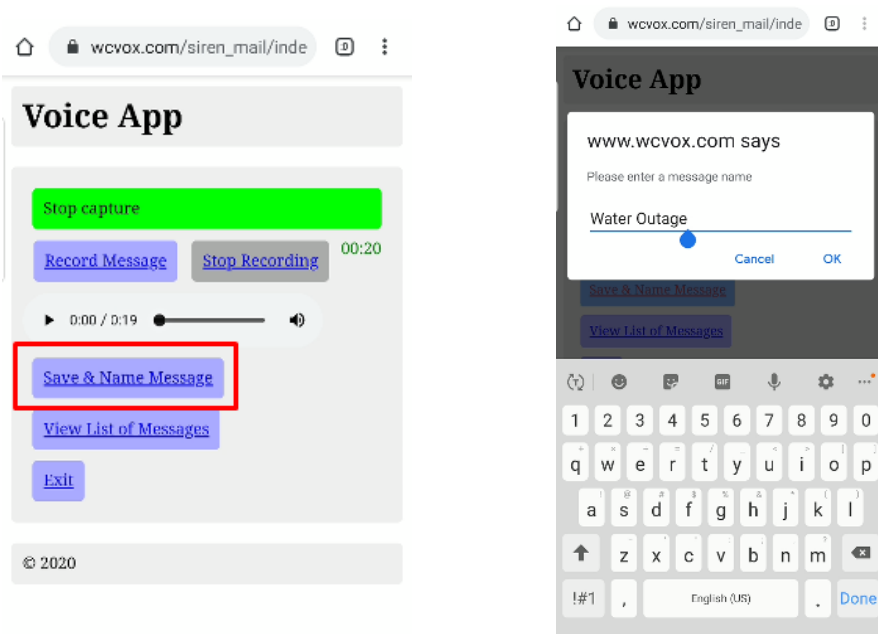
Tap on "Record Message" and begin talking. You will notice a countdown timer.



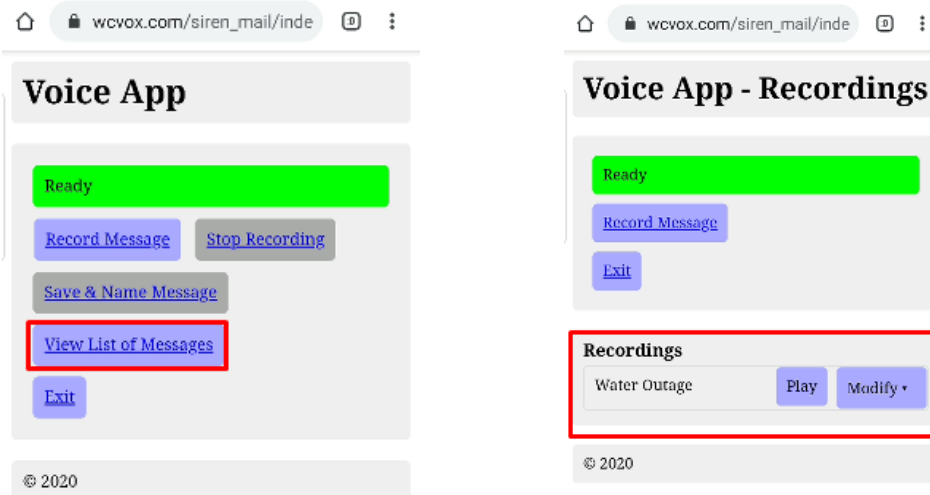


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When finished, tap on “Stop Recording”, then, click on “Save and Name Message”. A pop-up window appears prompting you to give this message a name:



Tap on View List of Messages to see messages you’ve recorded and saved:



Review the message by tapping on Play and tap on Modify to Rename or Delete.



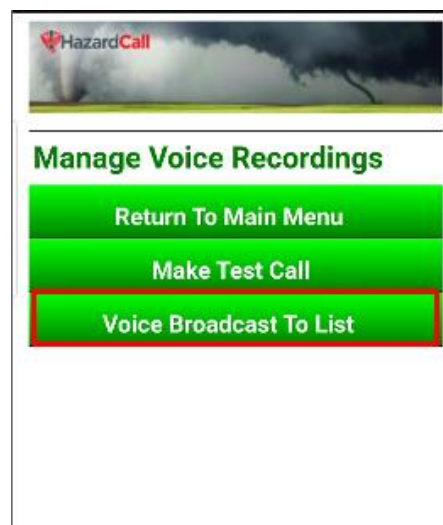
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When finished creating the message, tap on Exit.

SENDING A RECORDED MESSAGE

Now, it's time to send the recording you've created. Note that you can only send these recorded messages using the phone version of the HazardCall app. You cannot do this using your laptop/desktop and logging into the administration portal.

Open the HazardCall app on your phone and select Community Broadcast, then select Send Voice Broadcast, then Voice Broadcast To List:



Next, select the community and choose the recording to send:





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Finally, select the list which will receive the recording:



Those residents in the Landline list will get a phone call and when they answer, they will hear your recorded message.