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About T.E.C.

Accessing Your T.E.C. Web Interface

Accessing your T.E.C. web interface is very simple.

While connected to the internet server enter your IP address 192.168.243.243/tec/ in the Address bar. Press “Enter”.

Note: Using the back/forward arrows or refresh button on the browser tool bar will disconnect you from the T.E.C. web interface. Do not use the forward/backward arrows or the refresh button.

Now you should be looking at the login screen

Login Screen

A Teacher Number and Password must be assigned.

Enter Teacher Number. Press “tab”

Enter Password. Press “enter” or click.

Both items must be entered correctly to access the web interface.
The top portion of the “Edit TEC User” screen can be used to edit the following TEC user information: First Name, Middle Name, Last Name, or Email Address.

Check the “Notify” box to be notified by email that a voice mail message(s) has been received.

Check the “Voice Attachment” box to receive an audio file attached to the email notice. This allows the voice mail message to be heard on a computer. Be sure to delete these messages off the computer when finished listening to them so as not to use up storage space. Deleting the voice message on the computer will not delete the message off of The Education Connection.

The button must be pressed to save any changes made on this screen.

The lower portion of the “Edit TEC User” screen shows the Usage Summary of Message Plays and Outbound Calls for the T.E.C. user. Weekly, Monthly and Total (Year-To-Date) counts are shown for the T.E.C. user.

The button is selected to be notified by telephone or pager when a voice mail message is received. If this option is selected the following screen will appear.
Update Out Call Options

The user’s TEC No. will be shown on the first line. All fields with a red “*” are required data fields.

“Out Call Number” – is the phone number used to send the outbound voice mail notification. Example: 555-5555.

“Out Call Type” – click on the drop down arrow to select the type of notification, valid choices are telephone or pager.

“Number of Tries” – enter the number of times The Education Connection should attempt to deliver the outbound voice mail notification. Entering a zero in this field will continue until the notification or voice mail message is received.

“Frequency (Minutes)” – enter the amount of time between each outbound voice mail notification.

The second half of the screen displays a seven-day week, twenty-four hour schedule in which to schedule the outbound notification.

Select a start and end time for each day of the week to activate outbound voice mail notification. Click on the drop down arrows to select the hour, minutes (5 minute increments) and AM or PM for both a start time and end time. Once done entering outbound notification information click and the changes will take place immediately. You will see the message “TEC_No: XXXX successfully added” if all necessary information was entered.

Outbound notification calls will continue according to the schedule entered until changed or cancelled.
When done, press [Close Form] to be returned to the “Edit TEC User” screen.

The [Building Status] and [Return to Admin] buttons may or may not be seen on this screen. These buttons are for administrative purposes.

**Outbound Dialing Menu Tab**

This screen shows the status of the last outbound call placed on a particular call list. Clicking on a Call List on the left hand side of the screen under the title “Call Lists” will display the “Last Outbound Calling Report Summary” for the Call List.

![Outbound Dialing Menu Tab Image](image)

The first line shows the Call List number and Call List name. The second line states that you are looking at the “Last Outbound Calling Report Summary”. The following categories with results will be listed on the screen:

**Date Of Calling**: The date the last outbound call was placed.

**Start Time**: The starting time of the last outbound call.

**Stop Time**: The stopping time of the last outbound call.

**Total Call List Count**: Number of telephone numbers in the Call List.

**Total Calls Scheduled**: Number of outbound calls scheduled to be call.

**Total Parties Reached**: Number of parties reached. Depending on the options chosen for the outbound call this count can contain a combination of live intercepts and/or messages left on an answering machine.
Numbers Identified as Bad: Number of invalid telephone numbers that received operator intercept tones the last time the number was called.

Request Response From Caller: Chosen when an outbound call is scheduled: “Y” for yes or “N” for no will be displayed.

Outbound Message Length: The length of the outbound message in seconds.

Leave Message on Answering Machine: A “Yes,” “No,” or “Yes on Third Attempt” shows the action requested when the outbound call was scheduled. “Yes” indicates that a message will be left on an answering machine if the call is answered by an answering machine. “No” means that the message will not be delivered if an answering machine answers, The Education Connection will attempt to deliver this message again. “Yes on Third Attempt” will attempt to deliver the message to the household up to three times if the phone call is answered by an answering machine, on the third try the message will be delivered to the answering machine.

Final Status: The Final Status will state the final outcome on the last outbound call placed on the Call List. An example being, “Calling complete or end time reached” tells that either all phone numbers where called or that the end time was reached even if all phone numbers where not called.

On the bottom of this screen there are several options to choose from:

See Page 6          See Page 10  See Page 12      See Page 13 See Page 15
Uses for each option are described on the next several pages.
The Edit Call Lists screen is the main control area for updating, naming and making changes to a Call List. Records within a Call List can be deleted, added, updated/edited, searched, copied to another Call List, made public for other TEC users to access, locked so that no changes will be made and checked for individual record status. This page may take several seconds to load depending on the size of the Call List.

In the upper right hand corner of the screen the TEC No. is shown. Directly under this line are nine buttons that represent the nine Call Lists. The currently displayed Call List button is highlighted. The “Total Call List Count” showing the number of phone numbers in the Call List is also shown. Clicking on one of these nine buttons will display the corresponding Call List.

In the Keyword field enter a word(s) or numeric character(s) to search and press “Search”. If any record(s) in the Call List match the criteria entered it will be listed on the screen. If this results in a long list of names another search may be done to narrow the results. Searching by phone number with or without area code is acceptable, but only use spaces or dashes between the numbers (using this phone number format will give concise search results).

The Private/Public drop down menu is used to restrict or allow other TEC users from accessing the Call List. A private Call List is accessible only to the owner of the Call List. A public Call List allows other TEC user’s access to the Call List. The default status is set to “Private.” To change the status to “Public” click the down arrow and select “Public.” You must press for changes to this option to take effect.

Call List Name – Call List Name may be entered or changed here. The button must be pressed to save changes to the name.
CL Lock – This is the Call List Lock button. If the Call List is locked the pad lock icon will be red. Press this button to change the current lock status of the Call List. This feature is useful in blocking a new Call List from being loaded into a locked Call List, i.e. when the TEC Administrator is running a new data load for the district. All the features on this screen will function even if the Call List is locked.

*Note:* If the Call List is locked and the TEC Administrator loads new class list information for the district the Call List will not be updated.

Press the Phone Number, Last Name, First Name, Student ID or Email column heading to sort the Call List in order by that field.

The next line on the Edit Call List screen is referred to as the “active fields.” The active fields are used to add records to or edit records within a Call List.

**Phone Number** – Enter a seven or ten digit phone number. If the number is long distance a “1” must be entered first.

**Last Name** – Enter the last name.

**First Name** – Enter the first name.

**Student ID** – Enter the student id if applicable.

**Email** – Enter the email address if available.

**O-Ride** – Override box. If The Education Connection detects an anti-telemarketing device on this telephone number and Override is checked then it will attempt to deliver the message.

**Status** – The Status field is not a data entry field. This field is for informational purposes only. This field shows the status of the phone number in a Call List, i.e. New number, Bad number, Invalid number.

Press the “Add” button once all data fields for a record are entered. The new or edited record will be placed into the Call List.

On the next line of the screen there are several buttons. These buttons are also found at the bottom of the Call List screen. They are:

- **Select All** – Press this button to select all the records in the Call List.

- **Deselect All** – Press this button to deselect all the records checked in the Call List.

- **Copy Selected** – Copies selected records into another Call List. When pressed the following screen is displayed:
The records being copied will be listed at the bottom of the screen.

At the top of the screen click the drop down arrow to select the Call List to receive the records.

To change the name of the Call List enter a new name.

Check the “Yes” option to delete the current telephone numbers in the destination Call List before adding the new telephone numbers. If this option is not chosen then the new records will be appended to the destination Call List.

- Press the “Continue” button when ready to add the records to the selected destination Call List.

- Press the “Cancel” button if no changes are needed. This will take you back to the “Last Outbound Calling Report Summary” screen.

- Deletes selected records from the Call List. The following screen will be displayed:
All records selected for deletion are listed on the bottom of the screen. After reviewing records for deletion, press to abort deletion request and return to the “Last Outbound Calling Report Summary” screen, or press to delete listed records from a Call List. The following screen will be displayed showing the number of records attempted to be deleted and the number of records successfully deleted.

The “Source T.E.C. #” and “Call List” number and name from which records were deleted are shown. An updated total Call List count is also shown.

On the bottom of this screen there are several options to choose from:

See Page 6          See Page 10  See Page 12      See Page 13 See Page 15

Or, if done, press to leave the T.E.C. web interface.
Status Report

On the Status Report screen select the items to be displayed on the status report for a specific Call List.

The first line of the screen shows the Call List number and title.

Display – Check boxes to display results on the Call List Status Report. The information is broken down into two categories, Student Information and Call Information.

Student Information includes Student ID, Student Name, Student Email and Override.

Call Information includes Number of Tries, Date, Time, Message Length, Call Length and Response.

Sort Method: There are three choices: Primary, Secondary and Tertiary. Select categories from the drop down menus. Last Name is the default Primary sort method. Sorting can be done using one, two or all three choice(s) at a time.

After selections are made, press to display the Status Report. Or press to return to the “Last Outbound Calling Report Summary” screen.

An example of a Status Report for the Call List is shown below.
The Status Report is broken down into four or five sections depending on the options selected.

Section 1 shows the User Name, T.E.C. Number, Building Number, Report Date, and the Report Time.

Section 2 shows Message totals. Weekly Voicemail Messages, Monthly Voicemail Messages, Year to Date Voicemail Message, Weekly Outbound Calls, Monthly Outbound Calls, and Year to Date Outbound Calls. This section also shows if there are any New or Old One-on-One Messages Waiting.

Section 3 shows the Last Outbound Calling Report Summary. This report shows Date of Calling, Start Time, Stop Time, Total Calls Rescheduled, Total Parties Reached, Telephone Numbers Identified as Bad, Request Response From Caller, Outbound Message Length, Leave Message on Answering Machine, and Final Status.

Section 4 shows Response Totals. Up to twelve requested responses may be set for any one outbound call. The totals of each response will be shown in this section. “No Response” totals will also be shown here. If the Response box is not checked on the Status Report screen this section will not be included in the Status Report.

Section 5 shows the Call List Details. The Phone Number, Name, Call Status, Date, Message Length and Response are listed.

1) The report may be printed by pressing and then choosing to which printer you would like it to print;
2) Exported to an Excel spreadsheet by pressing;
3) Printed in PDF format by pressing;
4) Emailed to another person by pressing and filling in the email information requested; or
5) Close the list by pressing \[Close Form\]. This will take you back to the “Last Outbound Calling Report Summary” screen on the Outbound Dialing Menu tab.

Import

The “Import Call List Data” screen is used to import data into a Call List.

To add data to the Call List click on the down arrow and make a selection.

Enter a name in the Call List Name data field.

To delete the existing telephone numbers in the Call List check the box.

Next select the data columns to be imported.

**Note:** It is very important that the data columns to be imported are in the same order as shown on the screen.

Phone Number is mandatory. The following data fields are optional, but the data file must be in the following order to be imported: Student ID, First Name, Middle Name, Last Name, Email, and Override.

“Select a file” - choose the “Browse” button to select the data file to be used for the Call List import. The file must be a .csv (comma delimited) file type.

Press \[Import\] to import a data file into the Call List selected. If the data file selected is invalid the message “Invalid file. Please select a file.” will be shown on the screen. Enter a different file name and click \[Import\] again.
Press Cancel to return to the “Last Outbound Calling Report Summary” screen without importing data into a Call List.

**Shared Lists**

Enter information to search for shared Call Lists on this screen.

Enter Teacher’s First or Last Name in the first data field or enter the Teacher’s T.E.C. Number in the second data field. Press Search, if there is a match it will be listed on the bottom of the screen. If there are no matches continue to search entering new criteria or press Cancel to return to the “Last Outbound Calling Report Summary” screen.

If a match is made, click on a record to open the Teacher’s Call List. The following screen will be displayed:
Click on the down arrow to select the Call List to copy the telephone numbers into.

Check the “Yes” box if the destination Call List is to be cleared before importing new Call List.

To change the Call List name enter a new Call List Name in the next data field.

To copy the entire Call List click \[ Select All \]. To select specific telephone numbers check the boxes wanted.

Click \[ Deselect All \] to remove all records marked.

Click \[ Copy Selected \] to copy selected records to the new Call List. The following confirmation screen will be displayed:

This screen displays the number of Telephone Numbers Attempted to copy, the number of Successfully Imported telephone numbers and if there are any Duplicate Numbers.

Source – gives source information of originating Call List data the T.E.C # the telephone numbers were taken from, Call List number and name and total Call List count.

Destination – gives destination information of newly created Call List data the T.E.C. #, Call List number and name, and total Call List count.

On the bottom of this screen there are several options to choose from:

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History

The History screen shows the Call List # and the scheduled date of any outbound activity on each Call List.

Place the cursor on top of a Call List record and press to see the “Old Calling Report Summary” for that Call List. Or, press to return to the “Last Outbound Calling Report Summary” screen. If choosing to see an “Old Calling Report Summary” the following screen will be displayed:

This screen displays the calling history on a Call List. The information contained includes the Date of Calling, Start Time, Stop Time, Total Calls Scheduled, Total Parties Reached, Number’s Identified as Bad, Request Response From Caller, Outbound Message Length, Leave Message on Answering Machine, and Final Status.
On the bottom of this screen there are several options to choose from:

- See Page 6
- See Page 10
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**Voice Mail Menu Tab**

The “One-on-One Interactive Voice Mail” screen is used to manage incoming and outgoing voice mail messages.

Press **Select All** to mark all records.
Press **Deselect All** to deselect all marked records.
Press **Delete Selected** to delete all records that are selected.
Press **Manage Boxes** to make changes to the voice mail settings.
Press the **History** button to see a listing of all activity for a voice mail box.
Press **Greeting Messages** to review greeting messages set up for a voice mail box.

The following information is included on the “One-on-One Interactive Voice Mail” screen for each incoming and outgoing message:

- **Select** – this column is used when selecting or deselecting messages.
- **Date** – shows the date and time an incoming message was received or the date and time an outgoing message was sent.
- **From/To** – shows the user’s box number from who the incoming message was received or shows the user’s box number to whom the outgoing message is being sent.
- **Name** – the name of the person the incoming message came from or the name of the person the outgoing message is being sent.
- **Status** – shows “New” if the message has not been retrieved or the date and time if the incoming/outgoing message has been retrieved.
“Length” – shows the length of the incoming/outgoing message in minutes and seconds.

“Play” – press the 🎧 icon to hear the message over the computer speakers. Media player will open allowing you to replay/rewind/pause/forward/rewind/stop and adjust the volume.

“Forward” - press the 🔄 icon to forward a copy of an incoming/outgoing message to another T.E.C. user.

“Delete” – press the 🗑️ icon to delete an incoming/outgoing message.

The following screen is displayed when choosing to “Forward” a message to another T.E.C. user.

The top portion of the screen shows the information of the message being forwarded, i.e. Date, From, Name, Status and Length (See explanation of each above).

Enter a T.E.C. number and press “Verify T.E.C. Number” to be sure the message is being forwarded to a valid T.E.C. user/number. The T.E.C. user’s name will be displayed in the “Forward Message To:” field. If the T.E.C. user information is correct press 🔄 to have a copy of the message forwarded. Or, press 🗑️ to close the form and return to the “One-on-One Interactive Voice Mail” screen on the “Voice Mail” menu tab.

Help Menu Tab

Log Off

Press 🗑️ in upper right hand corner of screen when done using the T.E.C. web interface.