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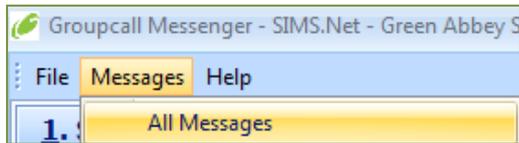
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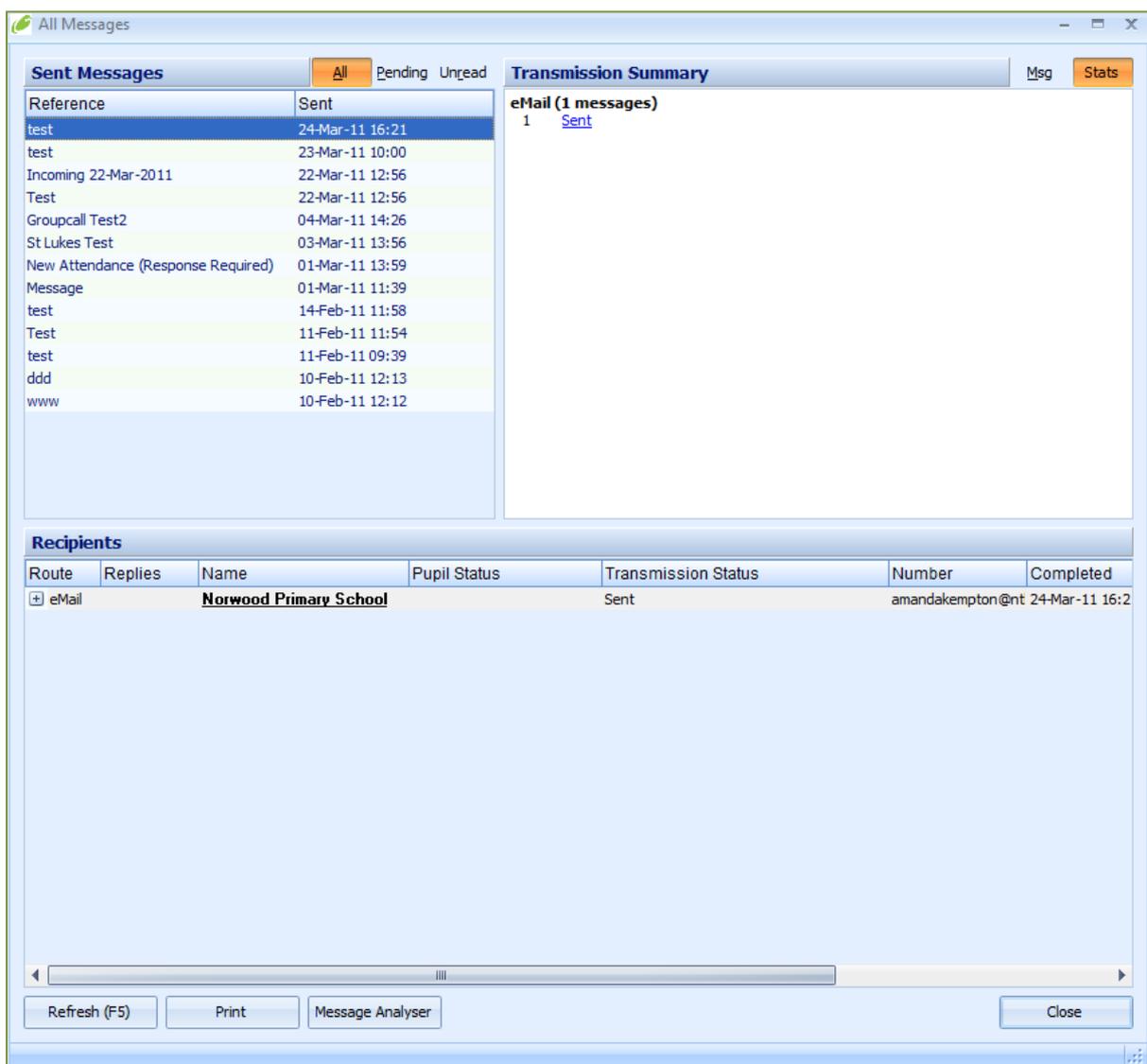
# FACTSHEET CHECK MESSAGES

## HAVE MESSAGES BEEN RECEIVED?

Messenger does an automatic refresh of all message statuses every 15 minutes. All sent and incoming messages are recorded in the Messenger system, together with their respective recipients. To access this Messages screen, select the **Messages** Menu item from the top toolbar and choose **All Messages**.



The following screen will appear.



The screenshot shows the 'All Messages' window with the following data:

Reference	Sent
test	24-Mar-11 16:21
test	23-Mar-11 10:00
Incoming 22-Mar-2011	22-Mar-11 12:56
Test	22-Mar-11 12:56
Groupcall Test2	04-Mar-11 14:26
St Lukes Test	03-Mar-11 13:56
New Attendance (Response Required)	01-Mar-11 13:59
Message	01-Mar-11 11:39
test	14-Feb-11 11:58
Test	11-Feb-11 11:54
test	11-Feb-11 09:39
ddd	10-Feb-11 12:13
www	10-Feb-11 12:12

Route	Replies	Name	Pupil Status	Transmission Status	Number	Completed
eMail		<b>Norwood Primary School</b>		Sent	amandakempton@nt	24-Mar-11 16:2

## Sent Messages [SECTION]

This section will show the list of all sent messages types, listed in date order. Sent messages are displayed by Message Reference Name.

Sent Messages		All	Pending	Unread
Reference	Sent			
test	24-Mar-11 16:21			
test	23-Mar-11 10:00			
Incoming 22-Mar-2011	22-Mar-11 12:56			
Test	22-Mar-11 12:56			
Groupcall Test2	04-Mar-11 14:26			
St Lukes Test	03-Mar-11 13:56			
New Attendance (Response Required)	01-Mar-11 13:59			
Message	01-Mar-11 11:39			
test	14-Feb-11 11:58			
Test	11-Feb-11 11:54			
test	11-Feb-11 09:39			
ddd	10-Feb-11 12:13			
www	10-Feb-11 12:12			

**Note:** Settings can be changed for the filters, at the top right of this section to show select messages that are still in a state of pending or have marked unread replies.

## Transmission Summary/Message Contents [SECTION]

This section will show either the summary of transmission statuses or message content, depend on the tab selected at the top right of the section. (See examples below).

Transmission Summary		Msg	Stats
<b>eMail (1 messages)</b>			
1	<a href="#">Sent</a>		

Message Contents		Msg	Stats
THIS IS A TEST FROM GROUPOCALL SUPPORT.			

## Recipients [SECTION]

This section will show the list of recipients that were attached to the original message recipients list.

Recipients						
Route	Replies	Name	Pupil Status	Transmission Status	Number	Completed
+ eMail		<b>Norwood Primary School</b>		Sent	amandakempton@nt	24-Mar-11 16:2

Message replies from recipients will be displayed in the replies column in this section. Clicking on the reply itself will bring up the reply content.

Recipients		
Route	Replies	Name
+ SMS	<b>SMS Read</b>	<b>From:</b>
+ SMS	<b>SMS Read</b>	<b>From:</b>
+ SMS	<b>SMS Read</b>	<b>From:</b>
+ SMS	<b>SMS Read</b>	<b>From:</b>
+ SMS	<b>SMS Read</b>	<b>From:</b>

The message reply will show in the top right section.

From:	Msg
Received: 07-Apr-11 11:17 Thank you	

There are additional buttons in the bottom area of this section.

Refresh (F5)	Print	Message Analyser	Close
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**Refresh (F5)** - This will send and receive an update on all transmission statuses.

**Print** - This will print the current message details list.

**Message Analyser** - This will take you to the Message Analysing screen.

**Close** - This will close the Messaging section window.

**\*Note\*** Please see a full list of transmission statuses and meanings on Page 5.

Status Message	Meaning	Will Retry
Msg Left on Answerphone	The phone was answered and an answer phone was detected. A message will be left and the system will try another number (if it has one)	YES (on other number)
Failed	<p><b>Call Disconnect</b> The call was initiated and the pupil name read, the 'wrong person' option was selected, all further call attempts will stop for this message</p> <p><b>Call Introduced</b> The call was initiated and the pupil name read, the call was then terminated by the recipient, the system will try again</p> <p><b>Expired</b> The duration of the call attempts has exceeded the time given to complete a call</p> <p><b>TransferOrRecord</b> The message recipient terminated the call prior to being successfully offered appropriate choices, the system will try again</p> <p><b>TransferOrRecordOrEnd</b> The message recipient terminated the call prior to being successfully offered appropriate choices, the system will try again</p> <p><b>Network disconnect</b> During the process of being transferred to the school, or leaving a message, the call was terminated by the network, the system will try again</p>	YES
Message Status Unavailable	The software has been unable to retrieve message status, possibly due to being shutdown, or not connected to the network/Internet	N/A
Failed - Retries exceeded	Call failed, all numbers have been called with no successful response	NO
No Answer	<p><b>No Answer</b> The call has been initiated, but there is no answer at the destination</p> <p><b>No Response</b> The call has been initiated, but there is no answer at the destination</p>	YES
Rejected - check number	The call has not been able to proceed. Either the number called is unavailable or no longer in use. You may confirm that the number has the correct number of digits (minimum 11). A simple form of confirmation would be to manually dial the number to establish if the line is in service.	NO
School Called	The recipient selected to Call the school. The system will accept this as a completed call.	NO
Failed connecting to the school	<p><b>SchoolCalled_far_end_disconnect</b> Parent has listened to the message, selected to talk directly to the school, but then terminated the call</p> <p><b>SchoolCalled_network_disconnect</b> Parent has listened to the message, selected to talk directly to the school, but the call has not been able to be taken</p>	NO
WrongPerson	The recipient has selected that this is the wrong number to call for the message. The number will not be tried again for this call. It will be used in subsequent calls, if you do not remove it from the MIS system.	NO
Message Left	The recipient selected to Leave a Voice Message. The Recording column will show 'Available' or 'Heard' corresponding to the appropriate message that has been left in response to the original call. The system will accept this as a completed call.	NO