

## Connect 5 Replay

1-855-4replay or 1-855-473-7529

When you call the Replay number, the system will play a welcome message and automatically detect the number you're calling from.

**Press # to confirm the number is correct.**

If you have students in multiple schools (a high school and an elementary school in the same district, for example) the system will list the institutions with a corresponding number. Use your phone to select an option.

Once you've selected an institution, the system will list out the most recent messages sent to that phone.

Use the keypad on your phone to select which message to replay.

When you're done, simply hang up.

**NOTE: The Replay number will only replay phone messages and will not repeat messages sent as SMS, email or Social Networking messages.**

The Replay number will not work with phones that have caller ID blocked.

# Blackboard Phone Opt-out

Recipients cannot opt out of Emergency Calls using either the touch-tone opt-out or the Opt-out Hotline. If a recipient wishes to opt-out of these calls they must call the school/district.

Attendance calls are considered emergency in the sense that they affect student safety.

Message Type	Delivered To	Opt-out Footer
Emergency/Attendance	Live Person	None
Emergency/Attendance	Voice Mail	None
Outreach	Live Person	To opt-out of information calls, press 1 or call 855-502-7867.
Outreach	Voice Mail	To opt-out of future messages call 855-502-7867.

## Opt-out Footers

Opt-out footers are included in any non-emergency message. These footers allow recipients to opt-out via touch-tone by pressing 1 when the system recognizes a “live” person has answered the phone. If the system detects an answering device a message will be played directing the recipient to call the Blackboard Opt-out Hotline. Opt-out footers will be played in Spanish for Spanish messages and in English for all other messages.

### Live Answer Prompts

To repeat this message, press \*.

To opt-out of informational calls, press 1 or call 855-502-7867.  
You are now opted out of informational calls.

### Answering Machine Prompts

To opt-out of future messages call 855-502-7867.

Note: Opt-out footers are not included when delivering phone messages to extensions, international numbers, and TTY devices.

# Opt-out Hotline

855-502-STOP (855-502-7867)

Recipients can call the Blackboard Opt-out Hotline anytime to opt-out of informational calls or to opt-back into calls. The hotline is available in both English and Spanish and can be used even if no calls/texts have been placed to the recipient's number.

Thank you for calling the notification opt-out hotline.

Para Espanol oprima 7.

We recognized your number as xxx-xxx-xxxx.

To opt out of informational calls, press 1.

If you have previously opted out and wish to resume receiving calls, press 2.

To repeat this menu, press 9.

To change opt-out preferences for another number, please call back using the phone associated with that number.

## **Connect 5 Questions/Answers**

### **What if the line is busy or there is no answer?**

The Connect 5 system will make up to four attempts (depending on account settings) to reach each number, with three minutes in between each call. If the message is not delivered by the fourth attempt, it will be noted in the delivery report that as a “no answer” call.

### **The message started playing and then stopped. Why?**

Connect 5 starts the broadcast immediately upon telephone pickup; Simultaneously, it is listening for interruptions. If the system is not interrupted by noise or someone speaking within the first 3.5 seconds, the message is delivered. If the system detects a greeting longer than a few seconds, the system treats this as an outgoing message from an answering machine and will stop playing, wait for silence (usually after the beep), and then start the message over so that it can be recorded in its entirety.

While the software is 98% accurate in distinguishing live vs. machine, errors can occur if the person repeatedly says “hello” or answers in a noisy environment (i.e. traffic, children playing, loud music or television, dog barking, etc.). Generally in these situations, the system stops playing the message. It is waiting for silence to start the message over. In a noisy environment, where silence is unattainable, call recipients can press the number 1 on their telephone and the message will play from the beginning without interruption.

### **Why do I occasionally not get the calls?**

The Connect 5 System relies on the two local telecom carriers to deliver the calls. When sending these calls simultaneously, the local telecom lines and trucks become overloaded in certain areas and the calls become undeliverable. If it is an emergency call, the call will be sent again to those “dropped” calls. If you know your contact information is correct in PowerSchool, you do not notify the school of the failure to receive the call.

### **Will the Connect 5 System call both my cell phone and my home phone number?**

No. Due to the large volume of calls, the Connect 5 system will only call the primary number listed in PowerSchool. If you need to make a change to that number, please contact the data manager at your child’s school.

### **Why is my answering machine recording only half of the message?**

If the answering machine greeting is sporadic, has periods of silence or does not start playing within 3 seconds, the system may read this as a live person and begin playing the message before the machine has started recording. This will result in a recording of silence (if the Connect 5 message finishes playing before the machine begins recording) or of just the last portion of the Connect 5 message. Parents can simply re-record their outgoing message so that there are no pauses. Alternately, if the answering machine is set to record for a specific amount of time (e.g., 30 seconds) and the Connect 5 message runs longer than that, this will also result in message cut-off. The recommended solution is to have parents set their machines to record

for a longer period. For answering machines or voicemail systems where it is necessary to enter a mailbox number, Connect 5 is unable to leave a message.

**Connect 5 is calling my home, but does not leave a message on the answering machine.**

In this case, set the number of rings on your answering to 3 – 5 rings. Otherwise, Connect 5 will treat it as a “no answer” call.