



BrightArrow's Toll Free Callback Number

BrightArrow works to make your job easier. Often times after sending a voice call, recipients will not take the time to listen to the message, but instead hang up and call back into your school's administration office to inquire about the information you already sent out. This behavior takes time away from your staff who want to focus on other tasks. To prevent this from happening, BrightArrow has a toll free callback number that recipients can dial into and hear a replay of the intended message. This saves you time and allows you to focus on the tasks that need your attention, while keeping your office phone lines open.

Below are the steps necessary to use BrightArrow's 855-994-4242 number:

For One Time Use

If you need to set your current message to the 855 number, you first need to determine if you are using the default view or the expanded message view. The legacy default view is gray and white with four buttons at the bottom (Schedule Message, Send Message Now, Save, Close).

The expanded view is gray with blue boxes and buttons for "Save and Close" and "Save and Stay Here."

Using the Legacy View:

1. Click on the list you want to use (you may click on the pencil or the name of the list).
2. Click Settings/Schedule
3. In the Phone Call Settings area, enter the 855-994-4242 number in the box labeled "Display This Number As Caller ID"
4. Click "OK" at the top or bottom of the screen.

All outgoing calls for this list will now use the 855 number. Other lists that have not been changed will continue to use the default phone number.

Using the Expanded View:

1. Enter the message edit window by either:
 - a. Clicking on the list name and then clicking "New Message" or "Edit Prior Message"
 - b. Click on the value in the message column from the "My Lists" page. This will take you to the "Edit Prior Message" screen.
2. Scroll all the way to the bottom. Phone Call Settings will be at the bottom on the right side as long as "Voice Call" has been selected for this message.
3. In the Phone Call Settings area, enter the 855 number in the box labeled "Display This Number As Caller ID"
4. Click any button at the bottom, other than "Cancel" to save your changes.

Now that you made the above changes, all outgoing calls for this list will use the 855 number. Keep in mind that those lists that haven't been changed will need to be updated.

To Set As The Default

Instead of setting the "Display This Number As Caller ID" field for every list you create, you can also make the 855-994-4242 number the default for all messages. If you do not have permission to do the following steps or if they are unclear, feel free to contact GetTechSupport@BrightArrow.com and someone will assist you.

1. From the "My Lists" page, expand the drop down "Select An Action" so you can see the options available.
2. Select "User Accounts" from this list.
3. If "User Accounts" takes you to a screen to change your password, then you will need assistance with making this change.
4. In the box labeled "Outbound Caller ID" change it to 855-994-4242.
5. Click "OK"

All new lists will now use this phone number by default. Lists that have already had a different number added will not be changed, but existing lists that were left to use the default number will use this new default number that you added.



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