

A Blackboard Connect message was delivered to my phone, I said "hello" and no message played. Why?

The Blackboard Connect system plays the message as soon as the phone is picked up or answered. However, errors can occur if the person repeatedly says "hello" or answers in a noisy environment (i.e. traffic, children playing, loud music or television, dogs barking, etc.). Generally, if a person offers an extended greeting such that it overlaps the Blackboard Connect message, the system pauses, waits for silence, and replays the message from the beginning.

With background noise, it is possible that the system is unable to detect the end of the "greeting" and thus the message did not initiate. In a noisy environment, call recipients can press any number (1-9) and the message will play from the beginning without interruption.

How does the Blackboard Connect system distinguish a live person from an answering machine?

In short, Blackboard Connect utilizes the industry's most Advanced Answering Machine Detection (AAMD) software. The system 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 in its entirety. 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 wait for a pause (usually after the beep) before delivering the message to be recorded.

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

The Blackboard Connect system will make up to four attempts to reach each number, with three minutes in between each call. If the message is not delivered by the fourth attempt, it is considered a failed number. Failures happen when a phone number is busy, disconnected, invalid, etc. If you are aware of a message that was delivered, but you did not receive a call, please contact Leeanna Hoskinds or Chrystal Conrad at 870-368-7070.

Why is my answering machine recording only half of the Blackboard Connect message?

If your answering machine greeting is sporadic with varied periods of silence, the system will read this as a live person and begin playing the message, even though the machine has yet to start recording. This will result in a recording of silence (if the Blackboard Connect message finishes playing before the machine begins recording) or if just the last portion of the Blackboard Connect message runs over, this will also result in message cutoff. The recommended solution is to have parents set their machines to record for a longer period.

For voice mailboxes where it is necessary to enter a mailbox number, Blackboard Connect is unable to leave a message.

My Caller ID showed that the school had called but there was no voicemail/message? Why?

If there is a break or a substantial silence in the outgoing message, the system determines it has reached a live person and begins the message prior to the voicemail recording is engaged. Please make sure that the greeting is seamless to facilitate successful message delivery.

Are there other reasons why I did not receive a message on my answering machine?

Blackboard Connect will leave a message on the contact's voicemail or answering machine. However, the system is set to ring each line six times. If your answering machine is set to pick up on seven or more rings, the message may not be delivered to your machine. Therefore, we encourage you to set your machine to six rings or fewer.

I have a telemarketer screening device. How will that affect the call?

If a contact has a device on their telephone line designed to prevent automated phone systems from connecting (e.g. TeleZapper, privacy Manager, Privacy Director, etc.), they may not receive the call. For example, with Privacy Director all unidentifiable incoming calls are rerouted and the callers must identify themselves for the call to go through. Because our system is automated, it will not identify itself; thus the call will not get through to the recipient. For screening systems that are dependent on Caller ID's, recipients can authorize access for their school's phone number through their device. Note that calls identified with the school's number on the Caller ID generally have no trouble getting through Privacy Manager type systems.