

Substitute Tips & Best Practices for IVR (Integrated Voice Response)

- **Avoid using the speaker setting on your phone.** Speaker mode can cause an echo which may result in duplicate key presses or the system not hearing the key presses correctly when entering an Access ID or PIN.
- **Say 'Hello' when the IVR system calls.** The system is designed to respond to the word 'hello' and listens to the cadence of the substitute's voice to determine if the substitute is on the line.
- **Respond accurately with key pad choices.** E.g. Use the * key not the # key.
- **Respond within the allotted time.** If a keypad response is not received within the allotted number of seconds, the system will not record the response (see further information about "timed out waiting for user input" message below). Press the * key to pause the call if needed.
- **Press touch screen buttons carefully.** Key presses on touch screen phones should be made carefully one press at a time. Sometimes users with touch screen phones are not lifting their fingers off the screen after each key press.

Timed Out Waiting for User Input

The "timed out waiting for user input" message indicates that SmartFindExpress® did not receive any digits from the user. When the system hears the first digit the user presses it will stop talking allowing the user to finish entering digits.

If the user enters digits and the system does NOT stop talking as they are pressing the keys on their phone, the system does not "hear" the touch tones (DTMF) over the audio of the call and the user will receive the message "timed out waiting for user input."

Since SmartFindExpress® is on the receiving side of the touch tones being pressed and the tones are managed and controlled by the phone service provider, the issue is to be reported to the substitute's phone service provider. The substitute can tell the service provider there is a problem with lost reverse key tones.

Troubleshooting

- When accessing Smart Find Express on your cell phone, holding the phone horizontally instead of vertically to center the screen, will allow easier login access.
- Before calling in to the system, turn your Airplane mode on and off to reset connections to ensure connection to the closest cell tower.
- Confirm the signal strength is adequate in your location before callout
- Receive phone calls directly, not through call forwarding.
- Use a provider with 4G coverage.
- Confirm with your phone service provider that (dual tone multi frequency) **DTMF tones will be communicated by their service for outbound calls and inbound calls.** Let your provider know that the problem may be with “lost reverse key tones” when receiving a call from the system.
- **DTMF should be ON.** For most cell phones this is an option that can only be set at the cell phone store.
- Ensure your cell phone battery is charged before callout.
- Reduce or disable the tone sounds that are played back when the user touches the "soft keys" on the screen. (Note: this is not the in-call volume adjustment.) Some phones have this system settings option described as "Muting" or "Sending Keypad Tones". Others have it as simply "Key Tones".