

# NEW MOHAWK SOARING CLUB CYBERPHONE INSTRUCTIONS

APRIL 4, 2003

DIAL: 1-877-338-6225, THEN 1518,7831018

The MSC Cyberphone now utilizes the BeVocal voice portal system. BeVocal has been kind enough to allow us to use their system for free. More information about this company can be found on their webpage (<http://bevocal.com>). When the system asks you for a PIN, enter "1518". When it asks for USERID, enter "7831018". Alternatively, you can just enter the entire 10-digit number when the system first answers, just dial "15187831018" altogether. Operation of the new MSC Cyberphone is pretty much self explanatory once you call, but I have put together the following documentation to describe how you can interact with it. We are able to use the toll free number for free, however, we've been asked to keep each call's duration to 5 minutes or less and to keep the total number of calls down.

The new Mohawk Soaring Club Cyberphone is linked directly to a computer database which contains MSC's schedule of operations. Because of this, it will automatically indicate who is assigned to the upcoming weekend's Saturday and Sunday operations and whether or not operations are cancelled. It will also exactly match the information concerning operations that appear on MSC's main home page <http://mohawksoaring.org>. In addition to automatically reading out the weekend's schedule, it will play a custom recorded message providing additional details, as did the old cyberphone. This same recording is also available on the main home page. Since the information which drives the cyberphone and the web page comes from the same computer, they will **always** be identical. If you hit the webpage to see if operations are cancelled or listen to the recorded message, there is no need to call the cyberphone.

To access the new cyberphone,

- 1) Dial 1-877-338-6225 (equivalent of 1-877-33VOCAL)
- 2) Dial 15187831018 (the old cyberphone #)
- 3) The cyberphone will then tell you: **a)** that there are no operations scheduled for the weekend; **b)** that operations are cancelled for Saturday, Sunday, or both; or **c)** if operations are a GO or delayed, it will tell you who the base mgr, instructor, and tow pilot is for Saturday and/or Sunday.
- 4) If you call on the actual day of operations, the cyberphone will tell you how many people have indicated that they are going to the field at the time of your call. (Note, if you are the 1<sup>st</sup> call of the day, it will say that there are 0 people coming soaring.) If there is an instructor, it will also tell you how many people have indicated that they need an instructor for that day.
- 5) Again, if you call on the actual day of operations, the system will then ask you whether or not you are coming to the field and whether or not you need an instructor. You can respond verbally by simply saying "YES" or "NO" or you could enter a touch-tone "1" for yes or touch-tone "2" for no.
- 6) Next, the system will play the custom MSC Cyberphone recorded message. It will contain information similar to that which used to be recorded on the old cyberphone and be updated on a regular basis.

At any time during your call you can perform the following functions:

- a) Say "SKIP" or push the touch-tone "7" button (the "S" key on your touch tone keypad), and the system will immediately skip to the custom MSC Cyberphone recorded message that is usually heard at the end of the call. This allows you to skip the automated reading of the schedule and bypass the YES/NO questions. You will only hear the cyberphone recorded message.
- b) Say "WEATHER" or "ASOS" or push the touch-tone "9" button (the "W" key on your touch-tone keypad) and the system will immediately connect you with the live ASOS on the field at North Adams. This is useful to determine the current field conditions and saves you a long distance call.
- c) Say "EXIT", "QUIT", "BYE", "GOODBYE", or push the touch-tone "0" button and you will be disconnected from the system.

Also, while you are listening to the Cyberphone recorded message, you can say "REPEAT" or push the touch-tone "7" button (the "R" key on your touch tone keypad) and the recorded message will be repeated. You must say this before the message has ended, otherwise the call will end.