

## Phone Notify! API Frequently Asked Questions

### Contents

GENERAL QUESTIONS .....	2
What is Phone Notify! API?.....	2
What can I use Phone Notify! for?.....	2
How does text to speech work?.....	2
Can I upload sound files? .....	3
How many phone calls can I send with Phone Notify! .....	3
Does Phone Notify! API support incoming phone calls? .....	3
How does Phone Notify API handle the status of a phone call?.....	3
What coverage can I expect?.....	3
What is a transaction? .....	3
What is the difference between Phone Notify and Phone Verification? .....	4
How reliable is the CDYNE Phone Notify! Web Service? .....	4
How do I get started with Phone Notify! API? .....	4
PRICING QUESTIONS .....	5
How much does Phone Notify! API cost? .....	5
Do I need to pre-pay to use your services? .....	5
What are the billing options? .....	5
Are there any overage fees, hidden fees? Am I required to sign a contract? .....	6
TECHNICAL QUESTIONS .....	6
How do I integrate Phone Notify! into my application or system? .....	6
Can I configure the sending number or does it have to be whatever number you provide? .....	6
How do I get customer and technical support?.....	7
Where can I find more technical resources? .....	7
CDYNE PHONE NOTIFY! API ANTI-SPAM POLICY .....	7

## GENERAL QUESTIONS

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### What is Phone Notify! API?

CDYNE Phone Notify! API is a hosted, programmable XML Web Service that can send or receive up to 4,000 tier-1 quality phone calls per minute using text to speech, recorded files, or both. [Top](#)

### What can I use Phone Notify! for?

- ✓ Emergency Alert Calls and School Closing Calls
- ✓ Automated Appointment and Payment Reminders
- ✓ Product Delivery Status Notifications
- ✓ Credit Card Verifications and Password Resets
- ✓ Automated Courtesy Holiday or Birthday Greeting Calls
- ✓ Political Campaign Messages
- ✓ Event Planning (Clubs, Sports, Churches)
- ✓ Phone Call Blasts (1 Day Sales, VIP Reservations, Job Notifications) [Top](#)

### How does text to speech work?

CDYNE's text-to-speech engine converts raw text to written-out words, and then assigns phonetic transcriptions to those words. Text-to-speech can also be combined with recorded .wav files to create relevant call scripts according to your phone messaging web service needs. Customers can select from [14 voice IDs](#) including:

- ✓ Diane - US English (Female - 35)
- ✓ David - US English (Male - 30)
- ✓ William - US English (Male - 30)
- ✓ Emily - US English (Female - 30)
- ✓ Callie - US English (Female - 30)
- ✓ Lawrence - UK English (Male - 55)
- ✓ Millie - UK English (Female - 45)
- ✓ Isabelle - Canadian French (Female - 30)
- ✓ Katrin - German (Female - 35)
- ✓ Marta - Americas Spanish (Female - 30)
- ✓ Vittoria - Italian (Female - 30)
- ✓ Jean-Pierre - Canadian French (Male - 30)
- ✓ Miguel - Americas Spanish (Male - 30)
- ✓ Matthias - German (Male - 30) [Top](#)

### Can I upload sound files?

Yes. You can use the [UploadSoundFile](#) operation to upload files. The maximum file size is 2MB. The minimum sound quality for best quality is 16 bit mono PCM. Files can be split if they are larger than 2MB. [Top](#)

### How many phone calls can I send with Phone Notify?

You can send or receive up to 4,000 Tier-1 quality phone calls per minute using text-to-speech, recorded files, or both. [Top](#)

### Does Phone Notify! API support incoming phone calls?

Yes, CDYNE Phone Notify! supports incoming call scripts. You can [get available area codes](#), [get available incoming numbers](#), and assign [an incoming phone number](#). [Top](#)

### How does Phone Notify API handle the status of a phone call?

You can use the StatusChangePostURL to post back information about the call to a URL you specify. It will post the following values:

- ✓ QueueID - Contains the ID of the Call.
- ✓ ResponseCode - 1 = Call Answered, 2 or more - Call unanswered. [Status Codes](#)
- ✓ StartTime - Start time in Universal Time (UTC)
- ✓ EndTime - End time in Universal Time (UTC)
- ✓ Duration - Call Length in Seconds
- ✓ machinedetection - Currently only HUMAN, MACHINE, or FAX.
- ✓ AC - Contains a status code. This is for advanced problem solving with Tech Support.
- ✓ Digitsdialed - contains all the digits dialed during a call.
- ✓ Incoming - contains true if the call was an incoming call.
- ✓ [Any Variables you collected] - Any additional variables that you collected during the call. [Top](#)

### What coverage can I expect?

Calls outside of the U.S and Canada incur extra charges based on carrier, as seen in this [Excel doc](#). [Top](#)

### What is a transaction?

1 Phone Notify! transaction is equal to 60 seconds at the time the call is connected (ringing does not count). CDYNE charges 1 transaction to initiate every phone call placed to a U.S. or Canadian number. A

failed or busy signal counts as a transaction, however retries to the same number are free if the original call was unanswered or busy when using the [TryCount](#) command.

Calls outside of the U.S and Canada follow the same transaction structure, but incur [extra charges](#) based on carrier.

There is no extra charge to initiate a transfer call.

Incoming calls are billed the same as outgoing calls. [Click here](#) to see transaction examples. [Top](#)

### **What is the difference between Phone Notify and Phone Verification?**

Phone Notify! sends text-to-speech or recorded phone calls and supports incoming call scripts. Phone Verification verifies the area code and prefix of US and Canadian phone numbers as well as determining whether the number is from a cell phone or a landline phone. Phone Verification not only has the ability to identify an error in an area code, but also to correct the error, ensuring a business has the most updated data. [Click here](#) to read more on CDYNE's blog. [Top](#)

### **How reliable is the CDYNE Phone Notify! Web Service?**

CDYNE has a 100% uptime guarantee. CDYNE's data centers are engineered with multiple levels of security, uninterruptible power supplies (UPS), redundant HVAC systems, and fire suppression, as well as 24 X 7 monitoring and management. CDYNE centers are strategically located in different areas across the United States. [Top](#)

### **How do I get started with Phone Notify! API?**

[Sign up](#) online for an account to receive your activation key. Upon receipt of your account information, you will be contacted to verify the account for release. You may expedite this process by calling CDYNE at 1-800-984-3710 during the sign up process.

[Trial keys](#) are available to test the service for free. They offer full access to the Phone Notify! API and have a transaction cap with no expiration. Please call 1-800-984-3710, [email](#) or [initiate a chat](#) to obtain your trial key. [Top](#)

## PRICING QUESTIONS

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### How much does Phone Notify! API cost?

Pricing for all CDYNE Web Services is based off a set monthly maintenance fee and a per-transaction fee. We do not require a contract and there are no start-up or cancellation fees. CDYNE services are post-pay. Your credit card will not be charged until one month from sign-up date and will be billed monthly thereafter unless you deactivate or cancel services.

- ✓ \$9.99 maintenance fee and 7-9 cents per transaction
  - ✓ ZERO to 1,000 monthly transactions 9 cents
  - ✓ 1,001 to 3,000 monthly transactions 8.5 cents
  - ✓ 3,001 to 10,000 monthly transactions 8 cents
  - ✓ 10,001 to 50,000 monthly transactions 7.5 cents
  - ✓ 50,001 to UNLIMITED monthly transactions 7 cents
- 
- ✓ *Incoming phone numbers are \$5 per number per month.*
  - ✓ *CDYNE charges 1 transaction to initiate every phone call placed to a U.S. or Canadian number. A failed or busy signal counts as a transaction, however retries to the same number are free if the original call was unanswered or busy.*
  - ✓ *Calls outside of the U.S and Canada follow the same transaction structure, but incur [extra charges](#) based on carrier.*  
*Incoming calls are billed the same as outgoing calls. [Click here](#) to see transaction examples. [Top](#)*

### Do I need to pre-pay to use your services?

No. CDYNE services are post-pay. Your credit card will not be charged until one month from sign-up date and will be billed monthly thereafter unless you deactivate or cancel services.

Pricing for all CDYNE Web Services is based off a set monthly maintenance fee and a per-transaction fee. We do not require a contract and there are no start-up or cancellation fees. [Top](#)

### What are the billing options?

During the account signup process, businesses in the U.S. and Canada may choose the credit card or Net 30 billing option. Net 30 terms are subject to an application approval process. Due to security measures, it is CDYNE's policy that we do not accept Net30 as a payment method for customers located outside of the U.S. and Canada, and you must have a valid credit card on file. [Top](#)

## Are there any overage fees, hidden fees? Am I required to sign a contract?

No. CDYNE services are post-pay, which means your credit card will not be charged until one month from sign-up date. Therefore you only pay for the transactions you consume. Overages do not apply in this pricing model. Contracts are not required to sign up for an account. [Top](#)

## TECHNICAL QUESTIONS

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### How do I integrate Phone Notify! into my application or system?

To use the service, add a web reference to you application. This will allow your application to call the Phone Notify! API on our server for processing.

- ✓ [CSharp](#) - C#
- ✓ [VB.net](#)
- ✓ [VBScript](#)
- ✓ [PHP5](#) - using PHP 5's native Web Service capabilities.
- ✓ [PHP](#) - using NuSoap
- ✓ [Flash](#) - Implementing a Web Service via Flash.
- ✓ [JavaScript](#)
- ✓ [ASP](#)
- ✓ [Perl](#)
- ✓ [FileMaker](#) - using Web Services Plugin from FM Nexus.
- ✓ [URL](#) - sending calls from a link or post form.
- ✓ [LabVIEW](#) - National Instruments LabVIEW Phone Notify tutorial. [Top](#)

### Can I configure the sending number or does it have to be whatever number you provide?

Yes. You can use the CallerIDNumber parameter to input the display number on the receiving party's caller ID. [Top](#)

## How do I get customer and technical support?

Customer and technical support is available by phone (1-800-984-3710), email, or chat from 9:00am to 6:00pm EST, Monday through Friday. Emergency technical support is available after hours by calling 1-800-984-3710. [Top](#)

## Where can I find more technical resources?

[http://wiki.cdyne.com/index.php/Phone\\_Notify!](http://wiki.cdyne.com/index.php/Phone_Notify!)

Developer Resources:

- [WSDL](#)
- [Testing URL](#) - Use LicenseKey '0' to test.
- [Phone Notify SPEC SHEET](#) - XML Web Service specifications [Top](#)

## CDYNE PHONE NOTIFY! API ANTI-SPAM POLICY ---

At all times, phone calls sent from CDYNE Phone Notify! API must be in accordance with applicable federal and state laws, rules and regulations. Calls trying to sell goods and services to consumers are strictly prohibited as stated in the [FTC Telemarketing Sales Rule](#). Phone calls made to phone numbers on the National Do Not Call Registry require written permission from the customer to make such calls.

Please review the Telephone Consumer Protection Act of 1991 (TCPA), which can be found at the following link(s).

[Telemarketing Policy](#)

[47 U.S.C. §227](#)

This act outlines prohibition for unsolicited marketing calls, including pre-recorded or text-to-speech calls sent to wireless phone numbers. The intent of the TCPA was to make sure that consumers expressly consent to automated calls or messages sent to wireless devices given that consumers may be charged to receive such calls or messages. The key again is the notion of “express written consent”, which, in the case of marketing calls, means some sort of opt-in proof. [Top](#)