

Central Atlantic Region

YAP Phonenumber Configuration Guide

Public Relations Committee

1/9/2021

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Introduction and Background

Intended Audience

You have received this guide because you are an Area or Metro Phone Line coordinator or PR Chair doing those duties. This guide will hopefully put into plain english the more obtuse guide at <https://github.com/bmlt-enabled/yap/wiki>.

Introduction

Yap is a program written in PHP using Twilio to provide phone line functions for Narcotics Anonymous. It is written by Addicts for Addicts. PHP is a web programming language used all over the world, it is an “Interpreted” language, meaning you upload text files and it “just works”. It requires a database (we use MySQL) and some special settings on your webserver. Also, it uses a service provided by Twilio.com to enable phone calls to route to this program, and provide the service. Twilio handles all the phone call functions, and Yap does all the business logic. Together, it provides a great service for the addict still suffering!

To learn more about YAP outside of this guide, please confer with the wiki on <https://github.com/bmlt-enabled/yap/wiki> which usually has the latest information about the latest build of yap.

Since YAP is already set up, this guide is intended to allow you to be informed about the options available to your Area, and how to configure them.

HOW IT WORKS

Basically, an addict calls 8007771515, and Twilio answers. It then asks Yap what to do. Yap has, by default, set up a bunch of menu trees and options. The main flow:

“Welcome to the Narcotics Anonymous helpline. If this is an emergency hangup and dial 9 1 1.”

“Press or say one to find someone to talk to”

“Press or say two to search for meetings”

“Press or say three to listen to the Just For Today”

If they press or say one:

“press or say one to search for someone to talk to by city or county”

“Press or say two to search for someone to talk to by zip code

If they Press one:

“please enter or say your city or county

If they Press two

“please enter or say your five digit zip code”

After Saying or Entering the information,

“Please Wait while we connect your call”

If they Say or Press two at the top menu:

“press or say one to search for meetings to by city or county”

“Press or say two to search for meetings by zip code

If they Press one:

“please enter or say your city or county

If they Press two

“please enter or say your five digit zip code”

After Saying or Entering the information,

“Meeting Information Found, Listing the Top 10 results”

If they Press Or Say Three, I reads them the just for today from <https://jftna.org/jft>

Volunteer Options

Yap is highly customizable based on our needs.

Default setting for Central Atlantic Yap is Something like Below.

Call Handling (Piedmont Area) ×

Helpline Routing:

Forced Caller Id (Must Be A Verified Twilio Number):

Call Timeout (default: 20 seconds):

Gender Routing:

Call Strategy:

Inbound call SMS to Volunteer Options:

Music On Hold ([more](#)):

Recorded Greeting (URL to any MP3): ([Play](#))

Helpline Routing: Calls are routed to Volunteers, based upon the Area's Volunteer List configured in YAP

Forced Caller Id: this phonecall looks like it comes from the 8007771515 number to the volunteers, but can be overridden with a Caller ID Value.

Call Timeout: There is a normal 20 second timeout where the Yap will ring the volunteer's phone for 20 seconds (usually 7-10 rings) before moving on down the list.

Gender Routing:

Is disabled at this point. If you have more than 3 females and 3 males, you could enable Gender Routing, "Press 1 to speak to a man, Press 2 to speak to a woman." It then only goes to the one Gender. Due to the lack of Non-Binary options, we've opted to disable it from the main menu unless you require it.

Call Strategy:

Set to Linear Loop Forever, basically starting with the next volunteer since the last call, going down the list and back up to the top over and over forever until answered or dropped.

Inbound call SMS to Volunteer Options:

Send SMS to Volunteer. This Sends "You have an incoming phoneline call from +8045551212" to the volunteer as the phone starts ringing. This enables quick callback if you miss it completely.

Music On Hold (more):

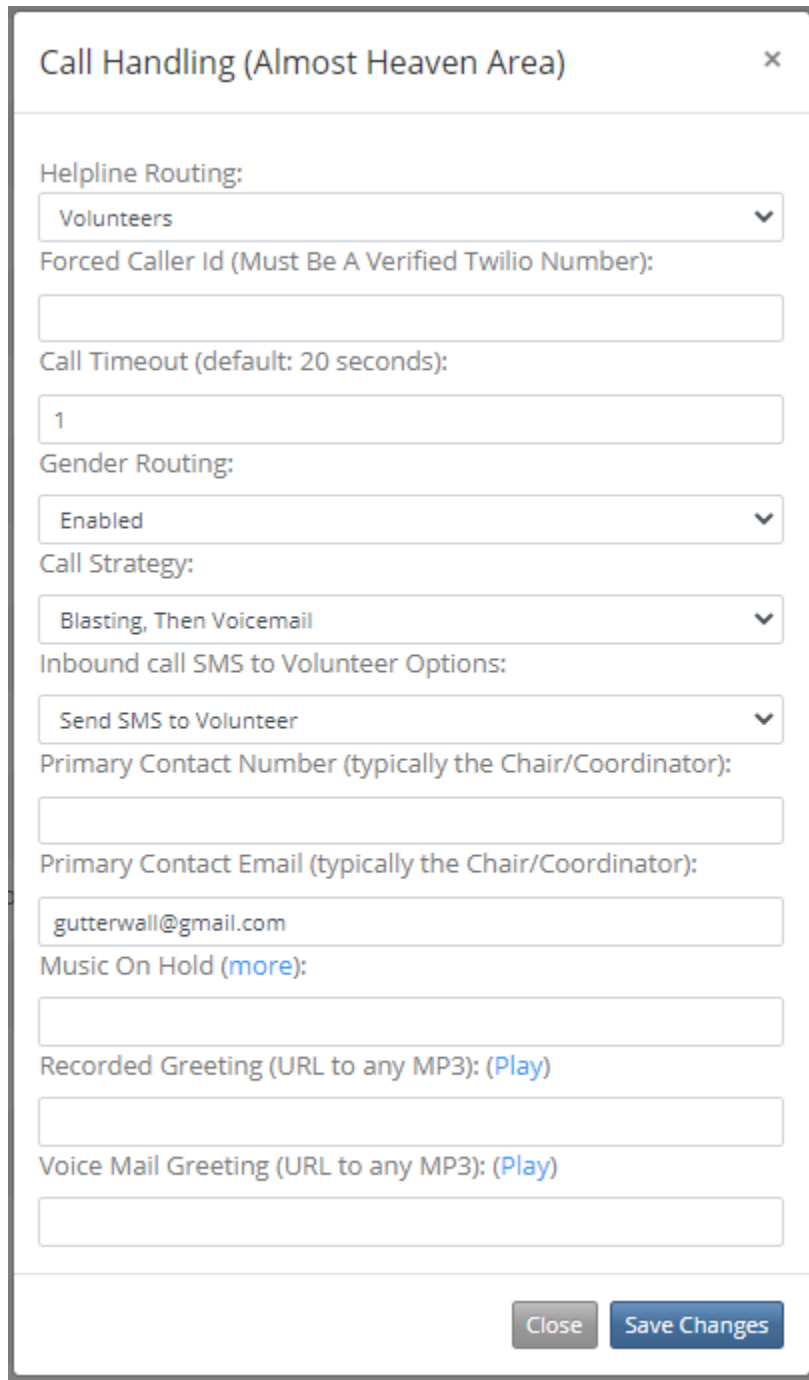
You can override the hold music with other music or whatever.

Recorded Greeting (URL to any MP3): (PLAY)

You can override the greeting with your own additional greeting.

Voicemail Setup Case Study

Some of the other options configured by Areas in the Region is Almost Heaven's direct to Voicemail configuration.



The screenshot shows a configuration window titled "Call Handling (Almost Heaven Area)" with a close button (X) in the top right corner. The window contains several settings:

- Helpline Routing:** A dropdown menu set to "Volunteers".
- Forced Caller Id (Must Be A Verified Twilio Number):** An empty text input field.
- Call Timeout (default: 20 seconds):** A text input field containing the number "1".
- Gender Routing:** A dropdown menu set to "Enabled".
- Call Strategy:** A dropdown menu set to "Blasting, Then Voicemail".
- Inbound call SMS to Volunteer Options:** A dropdown menu set to "Send SMS to Volunteer".
- Primary Contact Number (typically the Chair/Coordinator):** An empty text input field.
- Primary Contact Email (typically the Chair/Coordinator):** A text input field containing "gutterwall@gmail.com".
- Music On Hold (more):** An empty text input field.
- Recorded Greeting (URL to any MP3): (Play)** An empty text input field.
- Voice Mail Greeting (URL to any MP3): (Play)** An empty text input field.

At the bottom of the window, there are two buttons: "Close" and "Save Changes".

"Almost Heaven has experience with both direct answer by volunteers and with SMS (text) and have found text to work best for their area in responding to their calls. It is felt that it allows time to determine if the call is an addict needing to talk, a parent that needs to talk or a professional needing information about Narcotics Anonymous."

To go straight to voicemail, we enabled a 1 second timeout (enough time to set the call up before failing and send out the SMS with the phonenumber). The Call Strategy was set to “Blasting, Then Voicemail” which will ring all volunteers at the same time, and since it’s only one ring, no one ever answers.

“Please leave your first name and a message after the tone” is the custom message configured.

Volunteers get a Voicemail Email notification, with the voicemail attached as an MP3.

“Helpline Voicemail from Almost Heaven Area” from “Yap Helpline”

“You have a message from the {Almost Heaven} Area helpline from caller {Phonenumber}, {url to mp3}.”

Possible Options

Log into Yap and go to Service Bodies Page. Click the Call Handling button for YOUR area.

Helpline Routing

Call Handling (Piedmont Area) ×

Helpline Routing:

Volunteers ▼

Helpline Field Number

Volunteers

Volunteers Redirect

Volunteers and SMS

Gender Routing:

Disabled ▼

Call Strategy:

Linear Loop Forever ▼

Inbound call SMS to Volunteer Options:

Send SMS to Volunteer ▼

Music On Hold ([more](#)):

Recorded Greeting (URL to any MP3): ([Play](#))

Helpline Field Number - Relay the call to another phone line

Volunteers - use volunteer selection of volunteers configured for that Area

Volunteers Redirect - Redirect Volunteers to another Area's Configured Pool.

Volunteers and SMS - Enable both Phone and SMS volunteer availability.

Gender Routing:

Call Handling (Piedmont Area) ×

Helpline Routing:

Forced Caller Id (Must Be A Verified Twilio Number):

Call Timeout (default: 20 seconds):

Gender Routing:

Inbound call SMS to Volunteer Options:

Music On Hold [\(more\)](#):

Recorded Greeting (URL to any MP3): [\(Play\)](#)

Enable or Disable Genders, Need to ensure Genders are selected on the volunteers, and both are available.

Call Strategy

Call Handling (Piedmont Area) ×

Helpline Routing:

Forced Caller Id (Must Be A Verified Twilio Number):

Call Timeout (default: 20 seconds):

Gender Routing:

Call Strategy:

- Linear Loop Forever
- Linear Cycle Once, Then Voicemail
- Random Loop Forever
- Blasting, Then Voicemail
- Random Loop Once, Then Voicemail

Recorded Greeting (URL to any MP3): [\(Play\)](#)

Linear Loop Forever - Start at top, keep going through the list forever

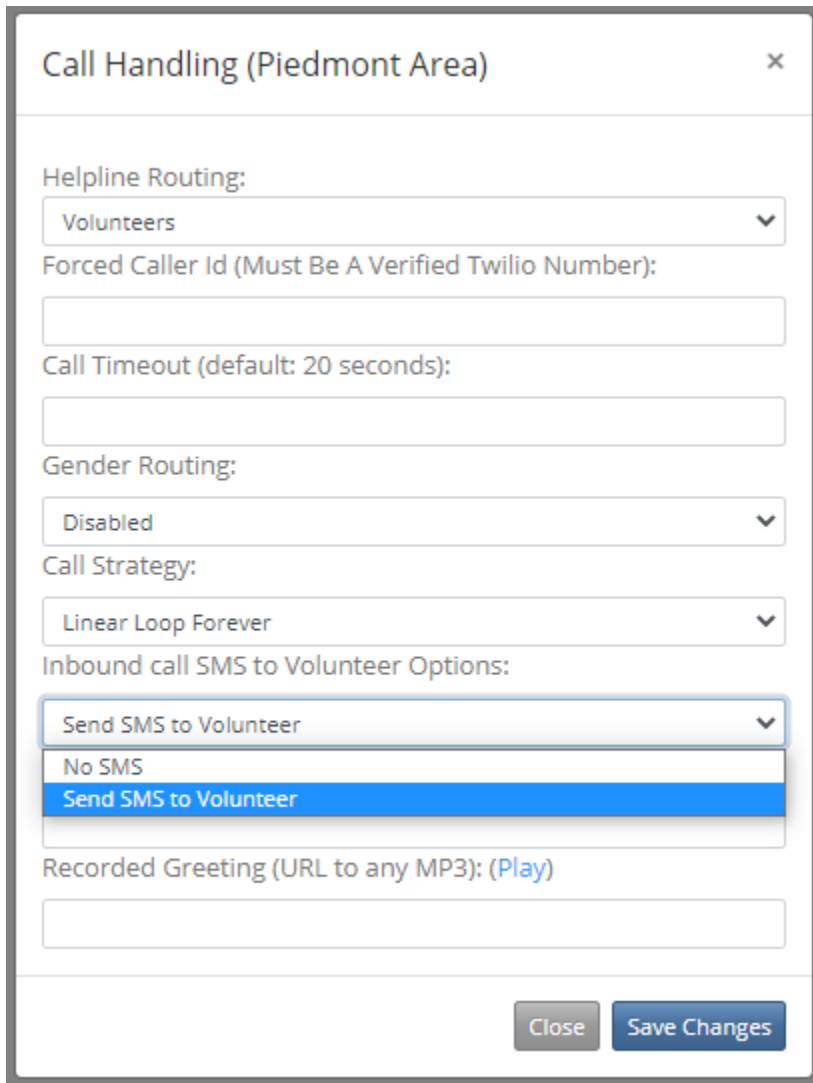
Linear Cycle Once, Then Voicemail - Start at Top, go all the way down and then voicemail.

Random Loop Forever - Randomly loop through the list forever

Blasting, Then Voicemail - Call EVERYONE at once, and if no one picks up, voicemail. (Kind of annoying as first one picks up wins, the rest are just bothered)...

Random Loop Once, Then Voicemail - Random loop through list once, then voicemail.

Inbound Call SMS to Volunteer Options:



Call Handling (Piedmont Area) ×

Helpline Routing:
Volunteers ▼

Forced Caller Id (Must Be A Verified Twilio Number):

Call Timeout (default: 20 seconds):

Gender Routing:
Disabled ▼

Call Strategy:
Linear Loop Forever ▼

Inbound call SMS to Volunteer Options:
Send SMS to Volunteer ▼
No SMS
Send SMS to Volunteer

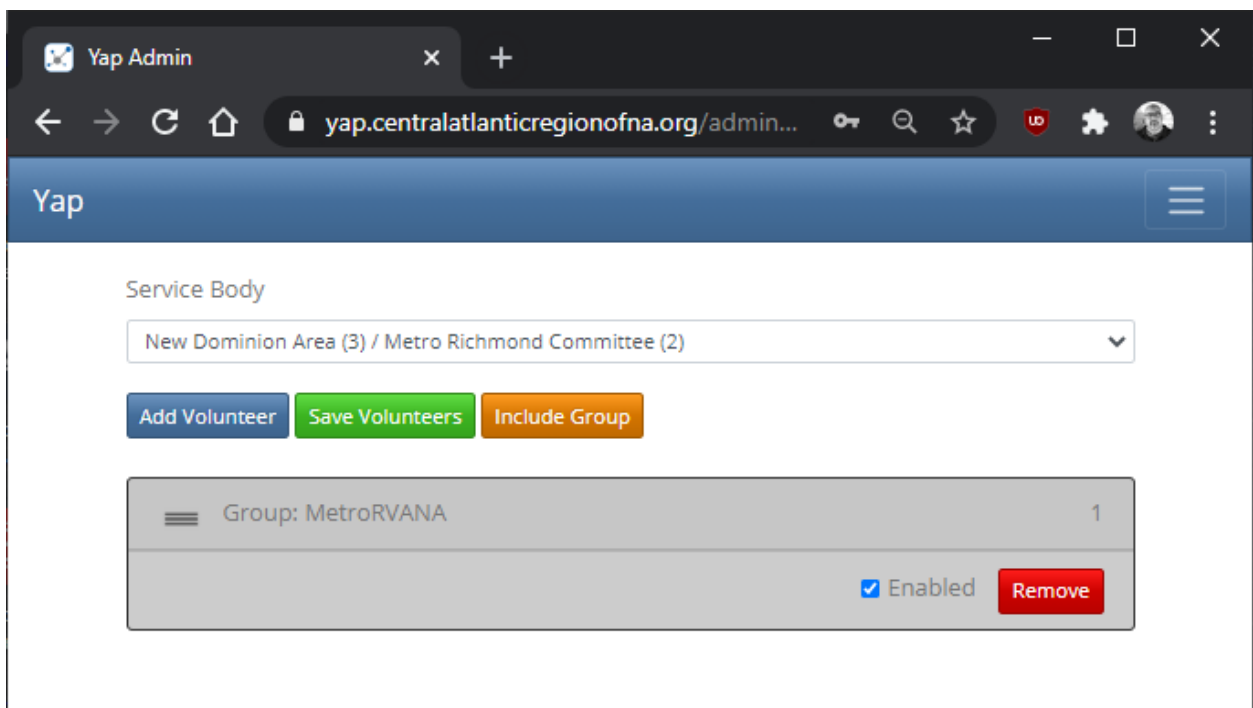
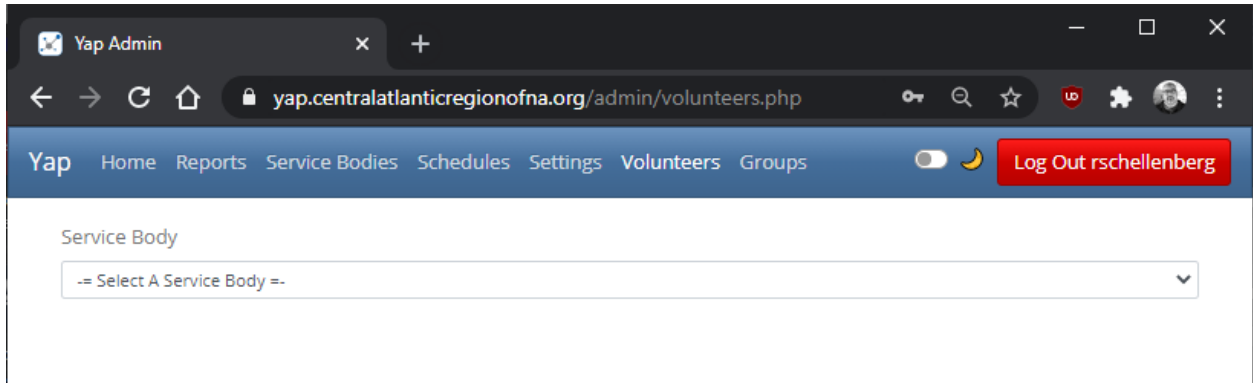
Recorded Greeting (URL to any MP3): (Play)

Close Save Changes

You can either send SMS alert text to the volunteer, or not. If it's a landline, it just throws a warning on the Twilio logs, no biggie.

Volunteer List

Log into YAP and go to the Volunteers Page.
Select your Area from the Dropdown



Click Add Volunteer, click the + to expand the interface, enter the phone number and name, and add a SCHEDULE!

Yap Admin

yap.centralatlanticregionofna.org/adm...

Yap

Service Body

New Dominion Area (3) / Metro Richmond Committee (2)

Add Volunteer Save Volunteers Include Group

Group: MetroRVANA 1

Enabled Remove

Volunteer Name: [] 2

Phone Number: []

Gender: Unassigned Responder: Unassigned

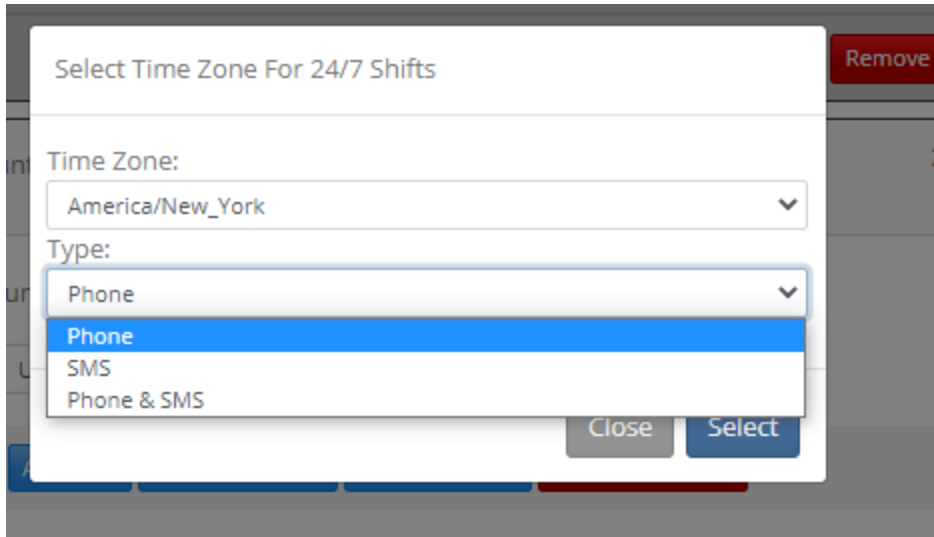
Shifts Add Shift Add 7 Day Shifts Add 24/7 Shifts Remove All Shifts

Notes

[]

Enabled Remove

Click ENABLED, assign Gender if needed. Add Shifts, 24/7 is a good start.
Click Shifts to add Shifts, if you just use 24/7 select the TYPE, Phone or Phone & SMS.
We've been defaulting to Phone & SMS.
Responder means, you are a Trainer, you can Shadow a Trainee.



Here's the 24/7 Shift Dialog...

Groups

You can add a bunch of people to a Group, and then use that group in multiple Areas, but allow only that home area of that group edit the list.

Richmond, New Dominion and Tri-Cities overlap a bit or a lot depending on which side of the area you are located. So having a group to answer all the calls across the three areas makes sense. We set up a group and use it for each area configuration.

Reports

After much begging, we got reports, so we can see both where the calls are coming from (it looks up the exchange the phone number is based out of, but most are on mobile now so it isn't meaningful much) as well as frequency and type of calls. Export options are available so you can slice and dice in excel or access or whatever.

Yap Admin

yap.centralatlanticregionofna.org/a...

Yap

-- Select A Service Body --

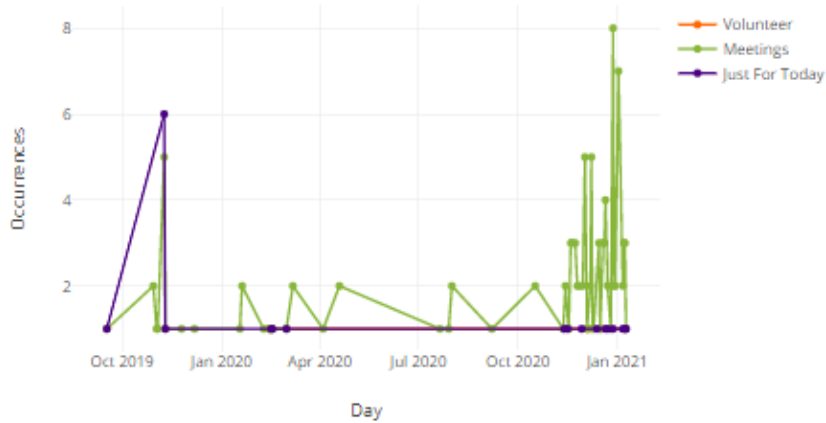
Usage Summary

Day	Occurrences
Jan 2000	0
Mar 2000	0
May 2000	0
Jul 2000	0
Sep 2000	0
Nov 2000	0
Jan 2001	0

Legend
Meeting Lookup

All

Usage Summary



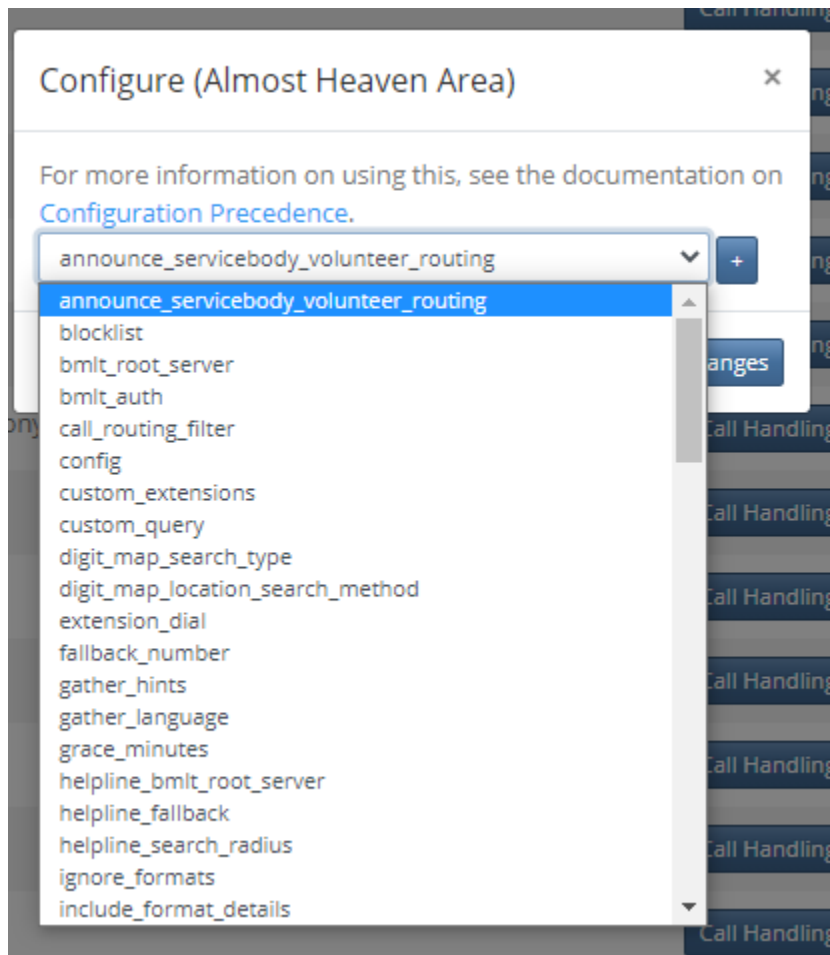
[Print](#)
[CSV \(Records\)](#)
[CSV \(Events\)](#)
[XLSX](#)
[JSON](#)
[MetricsJSON](#)
[POI CSV \(Meetings\)](#)
[POI CSV \(Volunteers\)](#)

[Page Size](#)
[Refresh](#)

Start Time	End Time	Duration (se...)	From	To																
2021-01-09 19:38:...	2021-01-09 19:40:...	136	+15408258397	+18007771515																
<table border="1"> <thead> <tr> <th>Event Time</th> <th>Event</th> <th>Service Body Id</th> <th>Metadata</th> </tr> </thead> <tbody> <tr> <td>2021-01-09 19:38:59-...</td> <td>JFT Lookup</td> <td>General (0)</td> <td>{}</td> </tr> </tbody> </table>					Event Time	Event	Service Body Id	Metadata	2021-01-09 19:38:59-...	JFT Lookup	General (0)	{}								
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2021-01-09 19:38:59-...	JFT Lookup	General (0)	{}																	
2021-01-09 12:40:...	2021-01-09 12:43:...	144	+12402684635	+18007771515																
<table border="1"> <thead> <tr> <th>Event Time</th> <th>Event</th> <th>Service Body Id</th> <th>Metadata</th> </tr> </thead> <tbody> <tr> <td>2021-01-09 12:41:15-...</td> <td>Meeting Search</td> <td>General (0)</td> <td>{}</td> </tr> </tbody> </table>					Event Time	Event	Service Body Id	Metadata	2021-01-09 12:41:15-...	Meeting Search	General (0)	{}								
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2021-01-09 12:41:15-...	Meeting Search	General (0)	{}																	
2021-01-08 19:41:...	2021-01-08 19:42:...	57	+18044508246	+18007771515																
<table border="1"> <thead> <tr> <th>Event Time</th> <th>Event</th> <th>Service Body Id</th> <th>Metadata</th> </tr> </thead> <tbody> <tr> <td>2021-01-08 19:41:40-...</td> <td>Helpline Route</td> <td>Beach Area (11)</td> <td>{"helpline_number": "...</td> </tr> <tr> <td>2021-01-08 19:41:40-...</td> <td>Volunteer Search</td> <td>Beach Area (11)</td> <td>{"gather": "Virginia Be...</td> </tr> <tr> <td>2021-01-08 19:41:33-...</td> <td>Province Lookup List</td> <td>General (0)</td> <td>{"province_lookup_li...</td> </tr> </tbody> </table>					Event Time	Event	Service Body Id	Metadata	2021-01-08 19:41:40-...	Helpline Route	Beach Area (11)	{"helpline_number": "...	2021-01-08 19:41:40-...	Volunteer Search	Beach Area (11)	{"gather": "Virginia Be...	2021-01-08 19:41:33-...	Province Lookup List	General (0)	{"province_lookup_li...
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2021-01-08 19:41:33-...	Province Lookup List	General (0)	{"province_lookup_li...																	

OTHER OPTIONS (Careful, there be dragons here)

For each Area you can override the defaults with other values.



announce_servicebody_volunteer_routing

If this is set, it says "Please Stand By, relocating your call to" Location. Good for relaying to another area phoneline (Tidewater, southside)

blocklist

Allows for Blocking a Specific List of Phone Numbers

bmlt_root_server

The Root Server To User, for all meeting information

bmlt_auth

User ID and Password used for looking up meetings, NOT OVERRIDEABLE.

call_routing_filter

This is a special routing filter, in BMLT, very difficult to configure.

config

Override a bunch of configs all by placing them into another file on the server and setting this value to that file (config_AHACNA.php)

custom_extensions

Press 4 to leave voicemail, press 5 to talk to your aunt... Not sure how to set it up, may require programming in PHP...

custom_query

Custom BMLT Query for Meetings
&sort_results_by_distance=1&long_val={LONGITUDE}&lat_val={LATITUDE}&geo_width={SETTING_MEETING_SEARCH_RADIUS}&weekdays={DAY}

digit_map_search_type

Override or ADD to the First Options of 1 volunteers, 2 Meeting Search, 3 JFT

digit_map_location_search_method

Override or add other types of searching, Voice, DTMF (button Presses) or the JFT

extension_dial

Set up Extensions to call people directly or something

fallback_number

Fallback if everything fails to another phone number

gather_hints

This is Geolocation Hinting based on Place Names, so list of States currently of our region so if you say Rocky Mount, it will pick Virginia before North Carolina... If you Say Richmond, it will pick Virginia rather than England or whatever.

gather_language

EN_US for US English, can configure other languages, so we can add spanish functionality etc later.

grace_minutes

Number of minutes a meeting can already be started before its' not on the top of the search results (default 15)

helpline_bmlt_root_server

The Root server for the service body information for the volunteers, not the meeting lookups.

helpline_fallback

If the root server is down, you could failover to another helpline or whatever.

helpline_search_radius

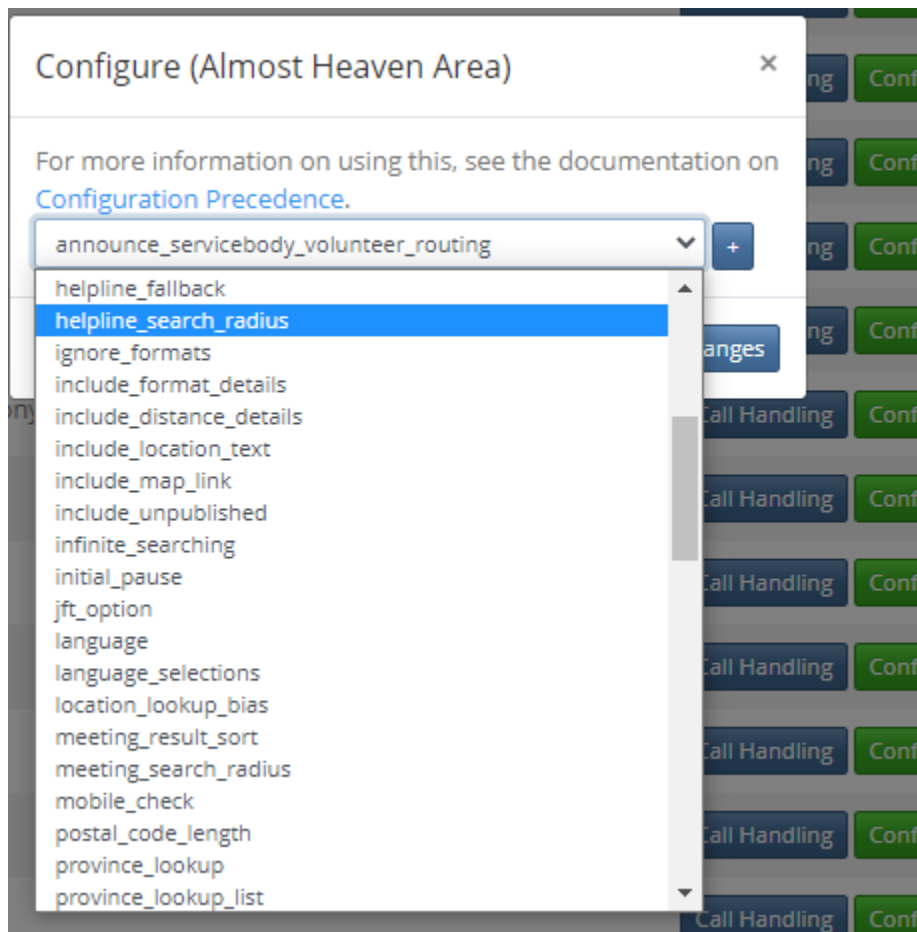
Number of Miles from a location or zip code to include meetings, default = 30, Set to 50 miles..

ignore_formats

Ignore certain formats from the reporting, like “ASM” Area Service Meetings (Default)

include_format_details

Include VM and HY and TC format details to be spoken. Set to VM and HY.

**include_distance_details**

Shows miles from location (Approximate)

include_location_text

Includes the location field in the spoken meeting information (St James Church)

include_map_link

Includes a link to a map in the SMS

include_unpublished

Include unpublished meetings in the spoken listing.

infinite_searching

After meeting results, allow for another zip code to be searched etc.

inital_pause

Set to 2 seconds, is a pause in every breath in the scripts.

jft_option

True false, set to true (not overridable)

language

en_US

language_selections

Configure many languages, will say everything but placenames etc in that language, asks language before first menu...

location_lockup_bias

country:us, so you could configure for a neighboring country as well.

meeting_result_sort

MeetingResultSort::TODAY you could start with Sunday thru Saturday or start with TODAY instead...

meeting_search_radius

How far the search for meetings, set to 30 miles, -50 is the FIRST 50 results regardless of distance which is default.

mobile_check

True false, check if it's a mobile before trying SMS, just prevents that warning and a little cost.

postal_code_length

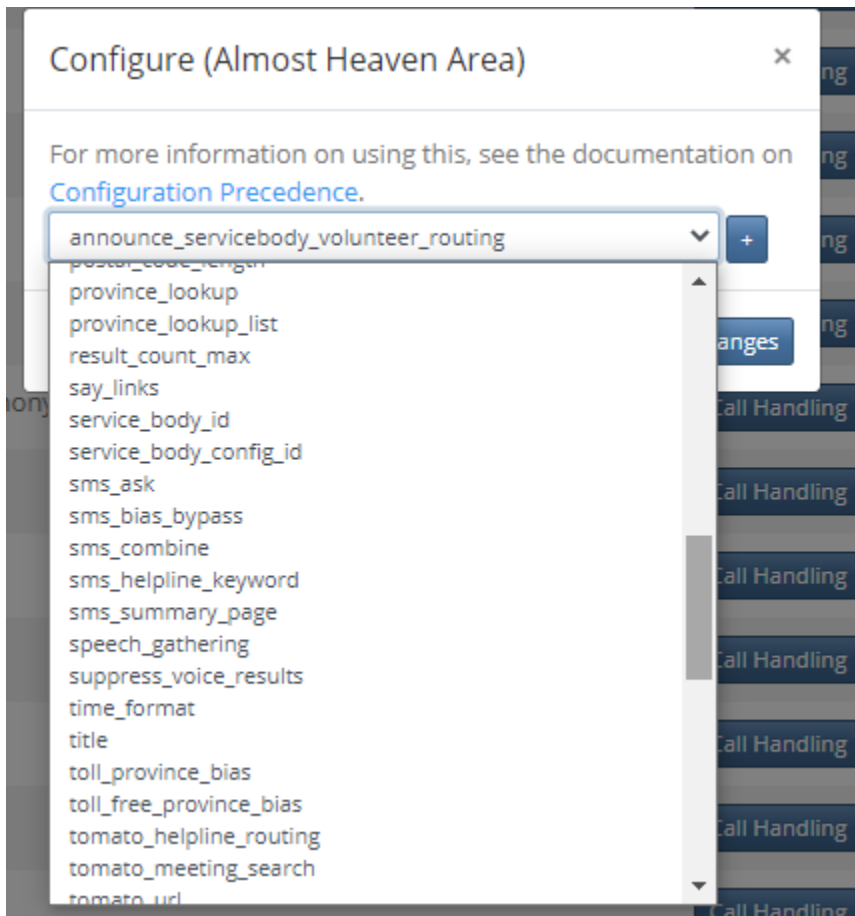
Number of digits in a postal code. Set to 5.

province_lookup

Ask what state you are in first? True False, set to false.

province_lookup_list

List of states to ask about.



result_count_max

How many meetings are spoken to the caller (5 is default)

say_links

Say the zoom meeting id and password etc.

service_body_id

Override the service body id for meeting lookup.

service_body_config_id

Override the service body config id.

sms_ask

Asks the caller if they want the SMS results page or link.

sms_bias_bypass

Bypass the bias for meeting results through SMS queries

sms_combine

Make one SMS instead of many

sms_helpline_keyword

To enable helpline, use the word. Default is talk.

sms_summary_page

Just send a link to caller of a Crouton page showing all the meetings for every day of the week near them in the search radius. True by Default.

speech_gathering

Disable speech gathering if set to false.

suppress_voice_results

Just send the results, don't say them...

time_format

Don't mess with Time formats unless you want to go insane.

title

This is the main greeting, and it is not overridable for an area if we all use the same...

toll_province_bias**toll_free_province_bias**

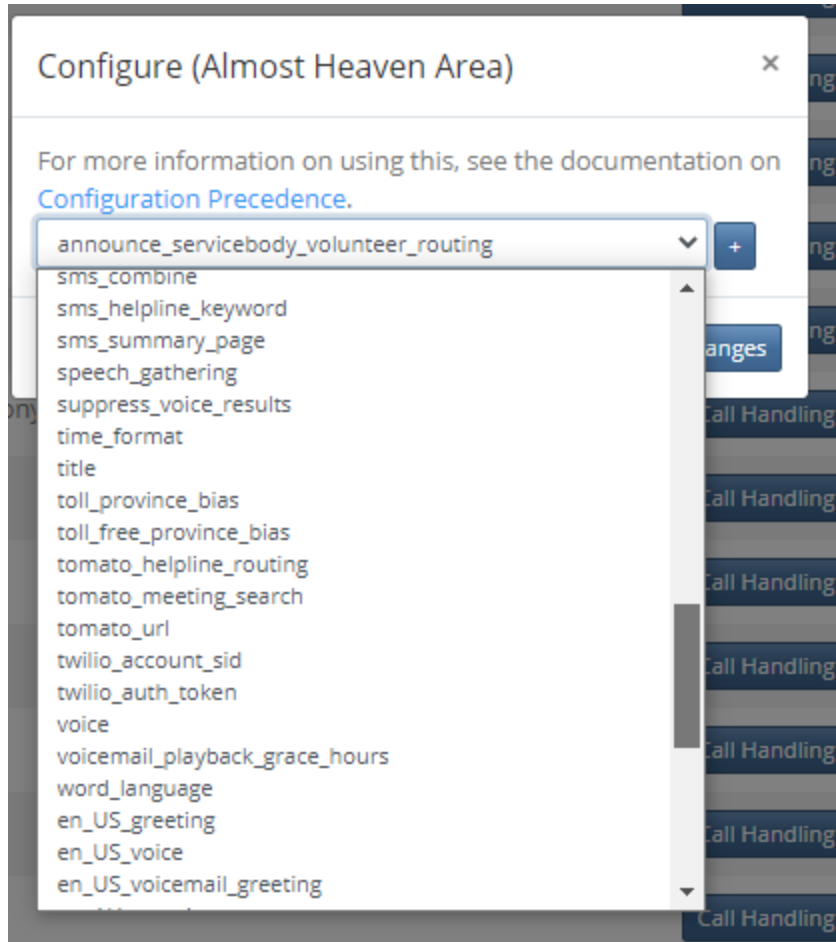
Something about saving money by using different outbound numbers to make them local?

tomato_helpline_routing

Use Tomato for helpline routing, meaning your number could serve calls to other regions etc.

tomato_meeting_search

Use Tomato for meeting search, for worldwide results. Difficult with bias set properly.



tomato_url

Override the Tomato URL (What, you have your own?)

twilio_account_sid

Override the account in Twilio, so you could bill you instead of Region.

twilio_auth_token

Password for the above.

voice

The Voice is Alice, and it can be overridden with other voices, but they all sound funny.

voicemail_playback_grace_hours

Plays the voicemails done for the last x hours, set to 48, if you enable the press 8 to listen to voicemail...

word_language

en-US is the language, you could make them sound australian or whatever...

en_US_greeting

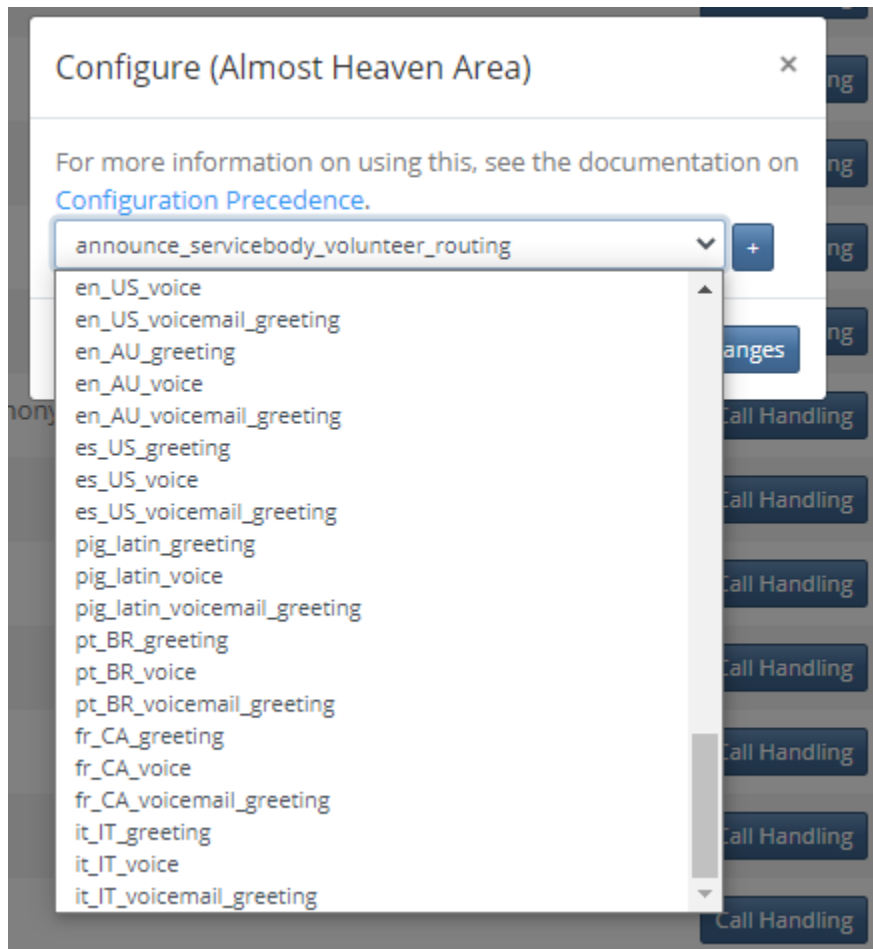
Override the Greeting with a mp3

en_US_voice

Alice is the Voice. THE Voice is Alice!

en_US_voicemail_greeting

Override Greeting with an mp3!



And other language overrides...

Appendix I - Config Settings on CAR-NA.ORG

Current Source	Default	Description	
announce_servicebody_volunteer_routing	false	Factory Default	false
blocklist		Factory Default	Allows for blocking a specific list of phone numbers https://github.com/bmlt-enabled/yap/wiki/Blocklist
bmlt_root_server	https://metrorichna.org/BMLT/main_server	config.php	The root server to use.
bmlt_auth	true	Factory Default	true
call_routing_filter		Factory Default	
custom_extensions	[""]	Factory Default	[""]

custom_query	&sort_results_by_distance=1&longitude_val={LONGITUDE}&latitude_val={LATITUDE}&geo_width={SETTING_SEARCH_RADIUS}&weekdays={DAY}	Factory Default	&sort_results_by_distance=1&longitude_val={LONGITUDE}&latitude_val={LATITUDE}&geo_width={SETTING_SEARCH_RADIUS}&weekdays={DAY}
digit_map_search_type	{"1":1,"2":2,"3":3,"8":999,"9":1000}	Factory Default	{"1":1,"2":2,"3":3,"8":999,"9":1000}
digit_map_location_search_method	{"1":4,"2":5,"3":3}	Factory Default	{"1":4,"2":5,"3":3}
extension_dial	false	Factory Default	false
fallback_number		Factory Default	

gather_hints		Factory Default	
gather_language	en-US	Factory Default	en-US
grace_minutes	10	config.php	15
helpline_bmlt_root_server	https://metrorichna.org/BMLT/main_server	config.php	
helpline_fallback		Factory Default	
helpline_search_radius	30	config.php	30
ignore_formats	ASM	config.php	
include_format_details	["VM","HY"]	config.php	[]
include_distance_details	mi	config.php	
include_location_text	true	config.php	false
include_map_link	true	config.php	false
include_unpublished	false	config.php	0

infinite_searching	true	config.php	false
initial_pause	2	Factory Default	2
jft_option	true	config.php	false
language	en-US	config.php	en-US
language_selections		NOT SET	
location_lookup_bias	country: us	Factory Default	country: us
meeting_result_sort	0	Factory Default	0
meeting_search_radius	-50	config.php	-50
mobile_check	true	config.php	false
postal_code_length	5	Factory Default	5
province_lookup	true	config.php	false
province_lookup_list	["Virginia", "Maryland", "North Carolina"]	config.php	[]

	,"West Virginia"]		
result_count_max	5	config.php	5
say_links	false	Factory Default	false
service_body_id	0	config.php	
service_body_config_id		NOT SET	
sms_ask	false	Factory Default	false
sms_bias_bypass	false	Factory Default	false
sms_combine	true	config.php	false
sms_helpline_keyword	talk	Factory Default	talk
sms_summary_page	true	config.php	false
speech_gathering	true	Session Override	false
suppress_voice_results	false	Factory Default	false

time_format	g:i A	Factory Default	g:i A
title	Welcom e to the Narcotic s Anonym ous helpline. If this is an emergen cy hangup and dial 9 1 1.	config.php	
toll_province_bias		NOT SET	
toll_free_province_bias	["Virginia ","Maryla nd","Nort h Carolina" ,"West Virginia"]	config.php	
tomato_helpline_routing	false	Factory Default	false
tomato_meeting_search	true	config.php	false
tomato_url	https://t omato.b mltenabl	Factory Default	https:// tomato .bmlte

	ed.org/ main_server		nabled. org/main_server
voice	Polly.Kendra	Factory Default	Polly.Kendra
voicemail_playback_grace_hours	48	Factory Default	48
word_language	en-US	Session Override	en-US
en_US_greeting		NOT SET	
en_US_voice	alice	Factory Default	alice
en_US_voicemail_greeting		NOT SET	
en_AU_greeting		NOT SET	
en_AU_voice	alice	Factory Default	alice
en_AU_voicemail_greeting		NOT SET	
es_US_greeting		NOT SET	

es_US_voice	alice	Factory Default	alice
es_US_voicemail_greeting		NOT SET	
pig_latin_greeting		NOT SET	
pig_latin_voice	alice	Factory Default	alice
pig_latin_voicemail_greeting		NOT SET	
pt_BR_greeting		NOT SET	
pt_BR_voice	alice	Factory Default	alice
pt_BR_voicemail_greeting		NOT SET	
fr_CA_greeting		NOT SET	
fr_CA_voice	alice	Factory Default	alice
fr_CA_voicemail_greeting		NOT SET	
it_IT_greeting		NOT SET	
it_IT_voice	alice	Factory Default	alice

it_IT_voicemail_greeting

NOT SET

Appendix II - Config.php

```
<?php
```

```
//TWILIO Authentication
```

```
static $twilio_account_sid = "AC#####4";
```

```
static $twilio_auth_token = "68#####7";
```

```
//GREETING
```

```
static $title = "Welcome to the Narcotics Anonymous helpline. If this is an emergency hangup  
and dial 9 1 1.";
```

```
//BMLT Settings
```

```
static $helpline_bmlt_root_server = "https://metrorichna.org/BMLT/main_server";
```

```
static $bmlt_root_server = "https://metrorichna.org/BMLT/main_server";
```

```
//GOOGLE SETTING
```

```
static $google_maps_api_key = "AI#####k";
```

```
//STATE OVERRIDES
```

```
static $province_lookup = true;
```

```
static $province_lookup_list = ["Virginia", "Maryland", "North Carolina", "West Virginia"];
```

```
static $toll_free_province_bias = ["Virginia", "Maryland", "North Carolina", "West Virginia"];
```

```
//SHERRY OVERRIDE FOR VOICEMAIL
```

```
static $override_please_leave_a_message_after_the_tone = "please leave your first name and  
a message after the tone";
```

```
//HELPLINE SEARCH OPTIONS
```

```
static $helpline_search_radius = 50; //in miles
```

```
static $helpline_search_unpublished = false; //Hidden Service Bodies
```

```
//BMLT LOGIN FOR OPTIONS
```

```
static $bmlt_username = "rschellenberg";
```

```
static $bmlt_password = "my super strong password here";
```

```
//JFT Option 3
```

```
static $jft_option = true;
```

```
//EMAIL SETTINGS
```

```
static $smtp_host = 'smtp.1and1.com';      // the smtp server
static $smtp_username = 'yaphelpline@rvana.org';    // the smtp username
static $smtp_password = 'its something';    // the smtp password
static $smtp_secure = '587';              // either ssl (port 486) or more securely tls (port 587)
static $smtp_from_address = 'helpline@rvana.org'; // the address where the email will be sent
from
static $smtp_from_name = 'Yap Helpline';    // the label name on the from address
static $debug = true;
```

//VOICE SETTINGS

```
//static $voice = "Salli";
static $language = "en-US";
//static $language_selections = "en_US";
static $speech_gathering = false;
//static $gather_language = "en-US";
//static $gather_hints = "";
```

//YAP DATABASE SETTINGS

```
static $mysql_hostname = "db5000175814.hosting-data.io";
static $mysql_username = "dbu43614";
static $mysql_password = "It's something";
static $mysql_database = "dbs170613";
```

//Meeting Search Radius Options -50 first 50 results, enter a positive number for miles

```
static $tomato_meeting_search = true;
static $meeting_search_radius = 30;
static $result_count_max = 5;
static $grace_minutes = 10;
static $ignore_formats = "ASM"; //Ignore AREA Service Meetings!
```

//Post Call OPTIONS

```
//static $sms_ask = true; //Enabled then it asks if you want the text message
static $infinite_searching = true; // Allows another search forever
//static $suppress_voice_results = true;
```

//SMS OPTIONS

```
static $sms_summary_page = true;
static $include_map_link = true;
static $include_location_text = true;
static $include_distance_details = 'mi';
static $sms_combine = true; //Not multiple SMSs
```

//Custom Query

```
//static $custom_query="&services[]={SETTING_SERIVCE_BODY_ID}";

//Sorting Results
//static $meeting_result_sort = 1; //Sort to Sunday to Saturday, default TODAY

//Disable Postal Code Gathering
//static $disable_postal_code_gather = true;

//Mobile Check - Checks if it's a landline or not before SMS...
static $mobile_check = true;

//MEETING SEARCH INCLUDES
static $include_unpublished = false;
//static $include_format_details = [];
static $include_format_details = ['VM', 'HY'];
```